

## Window Menu

- Cascade
- Tile
- Arrange Icons
- Minimize All
- Scroll Windows
- Set Scroll Windows Time ...

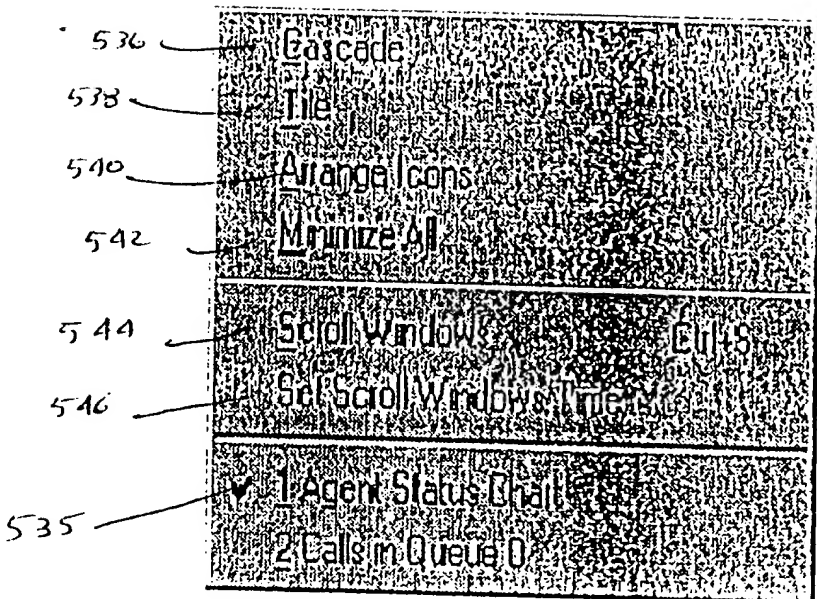
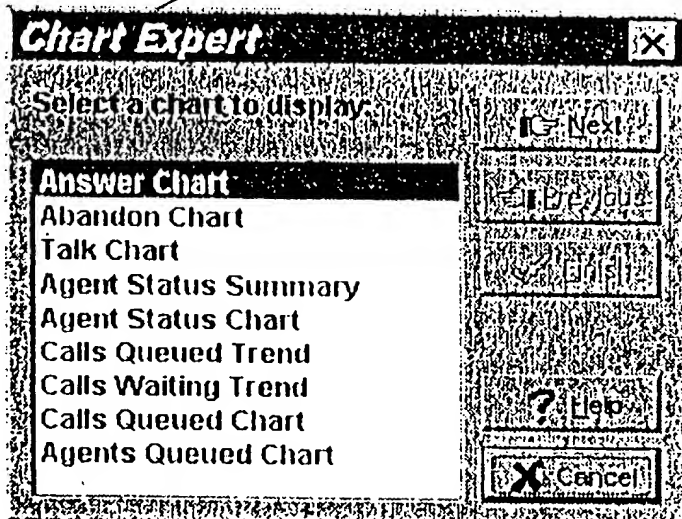


FIG. 45

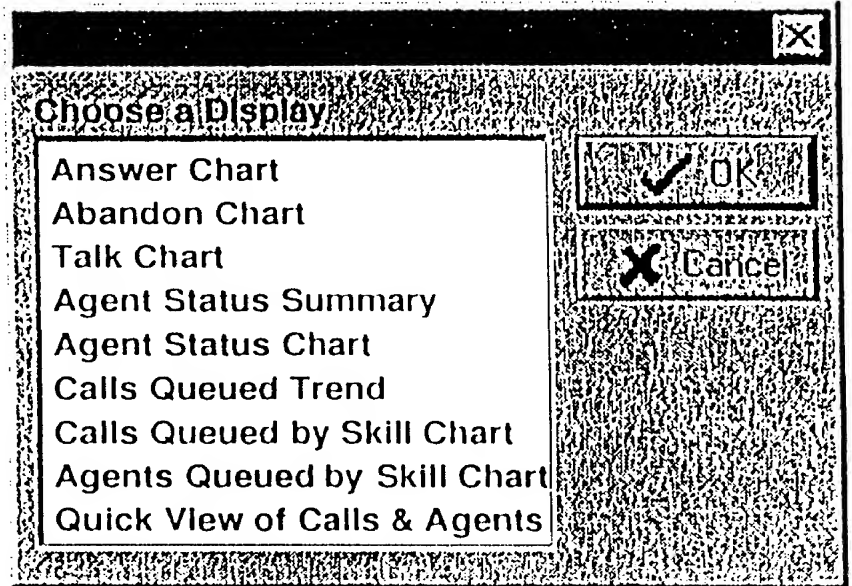
## Real Time Reporting

- Calls Answered
- Calls Abandoned
- Talk Time
- Agent Status
- Calls in Queue
- Agents in Queue

FIG. 46

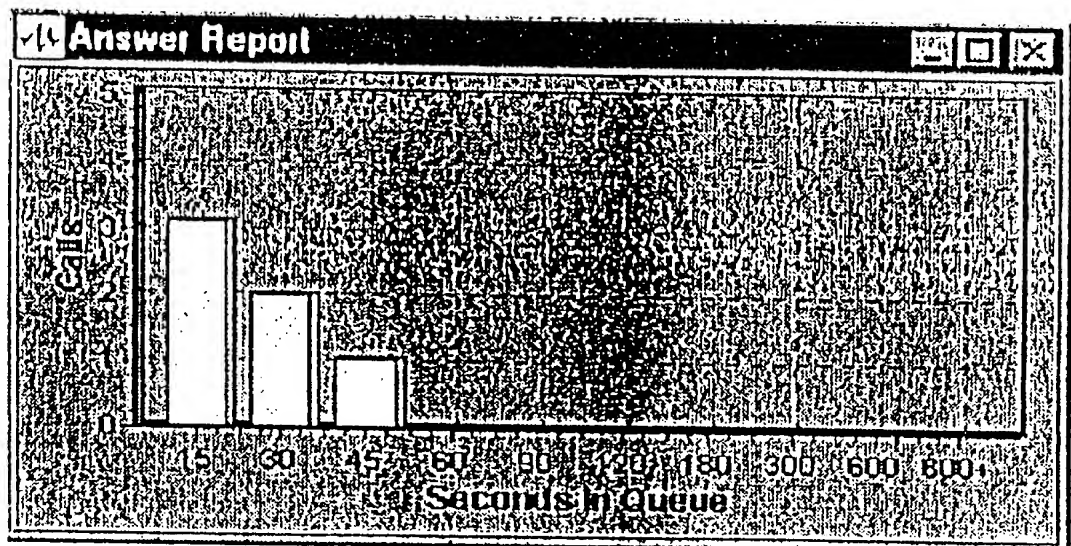


- Answer Chart
- Abandon Chart
- Talk Chart
- Agent Status Summary
- Agent Status Chart
- Calls Queued Trend
- Calls Queued by Skill Chart
- Agents Queued by Skill Chart
- Quick View of Calls and Agents



F. G. 97

- Answer Chart



FC 48



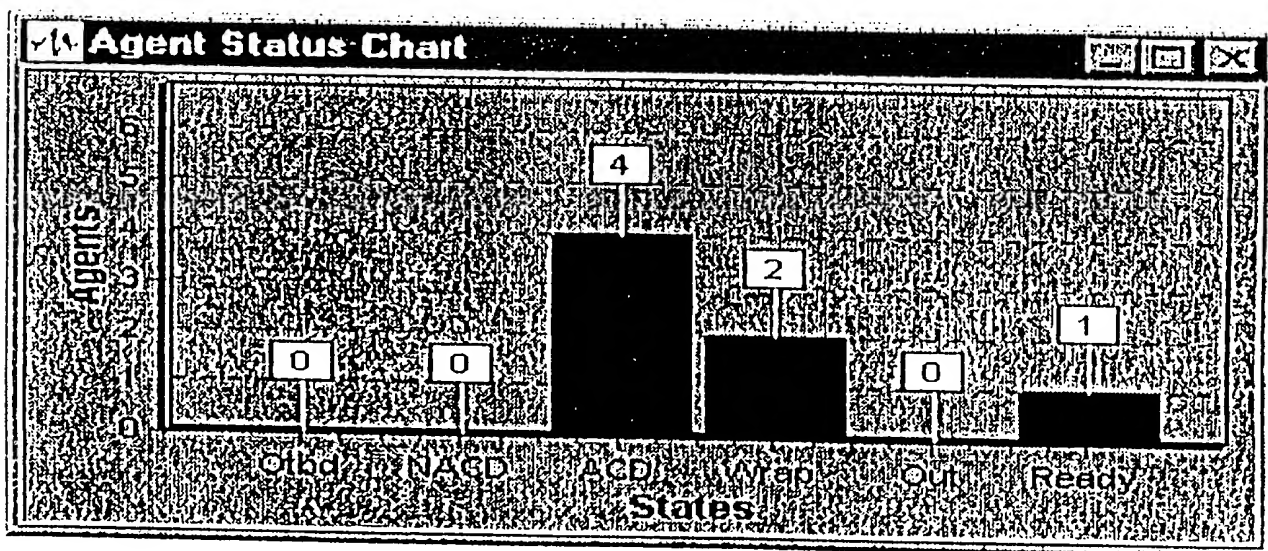
- Agent Status Summary

Agent Status Summary			
Agent Name	State	Time	Team
Eve	ACD	0:11	Cumulus 1
Pat	ACD	1:00	Cumulus 1
Dan	Outbound	0:10	Cumulus 1

Call Monitor Record

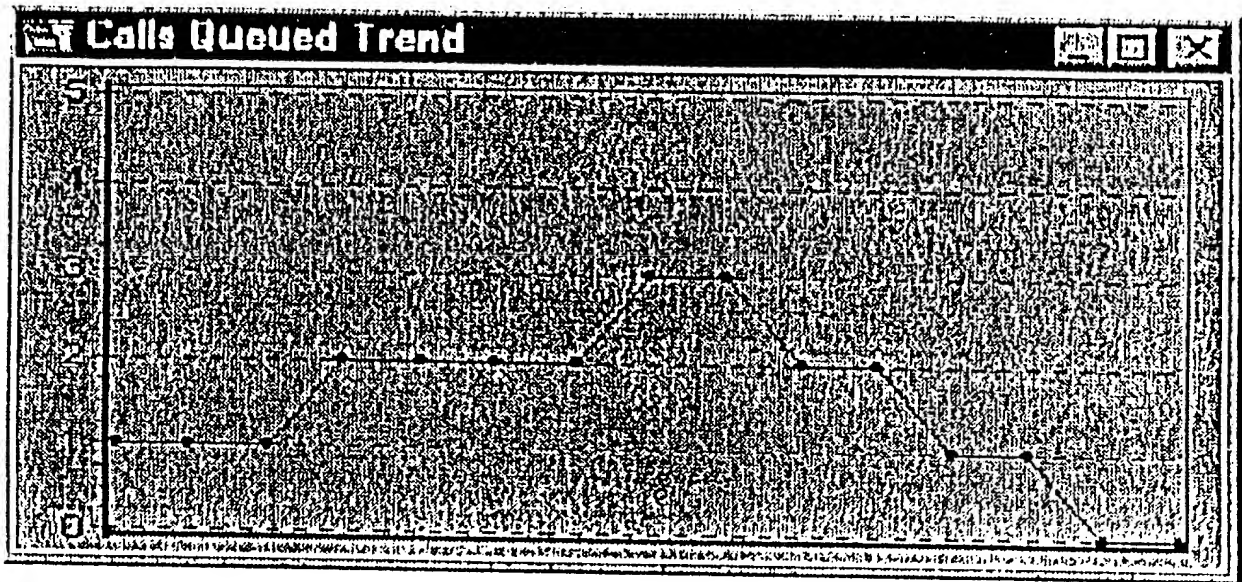
F.G. 51

- Agent Status Chart



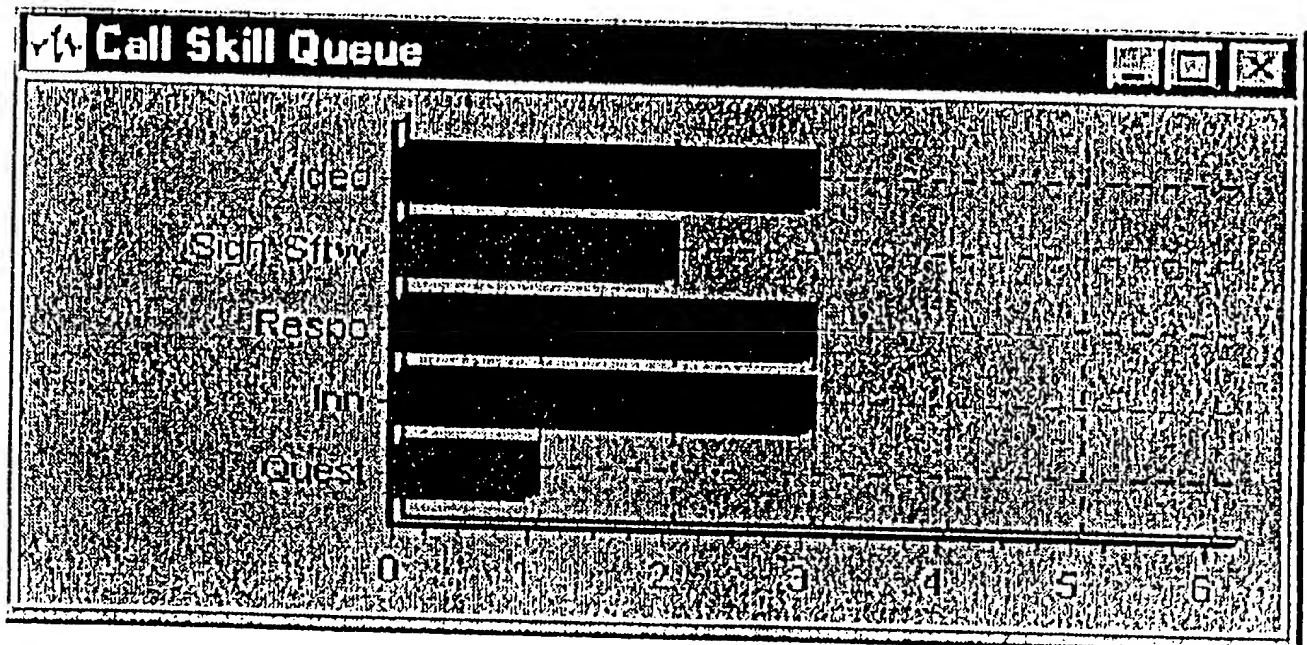
F.G. 52

- Calls Queued Trend



F.G.53

- Calls Queued by Skill Chart



F.G.54

- Agents Queued by Skill Chart

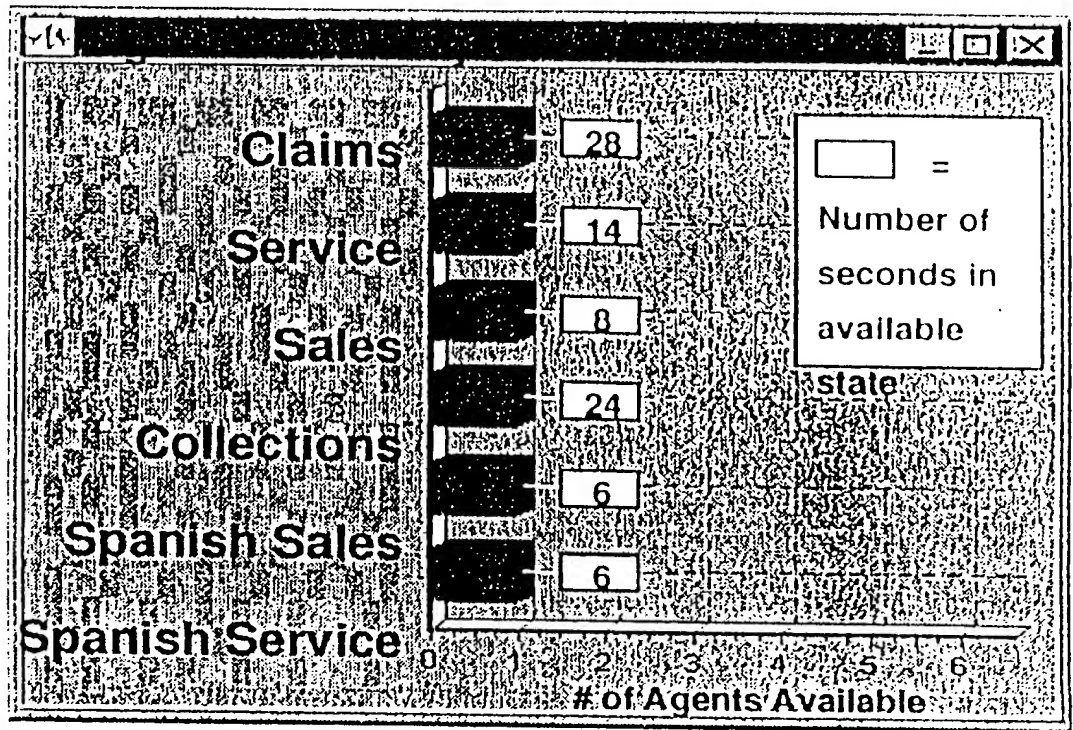


FIG. 55

- Quick View of Calls and Agents

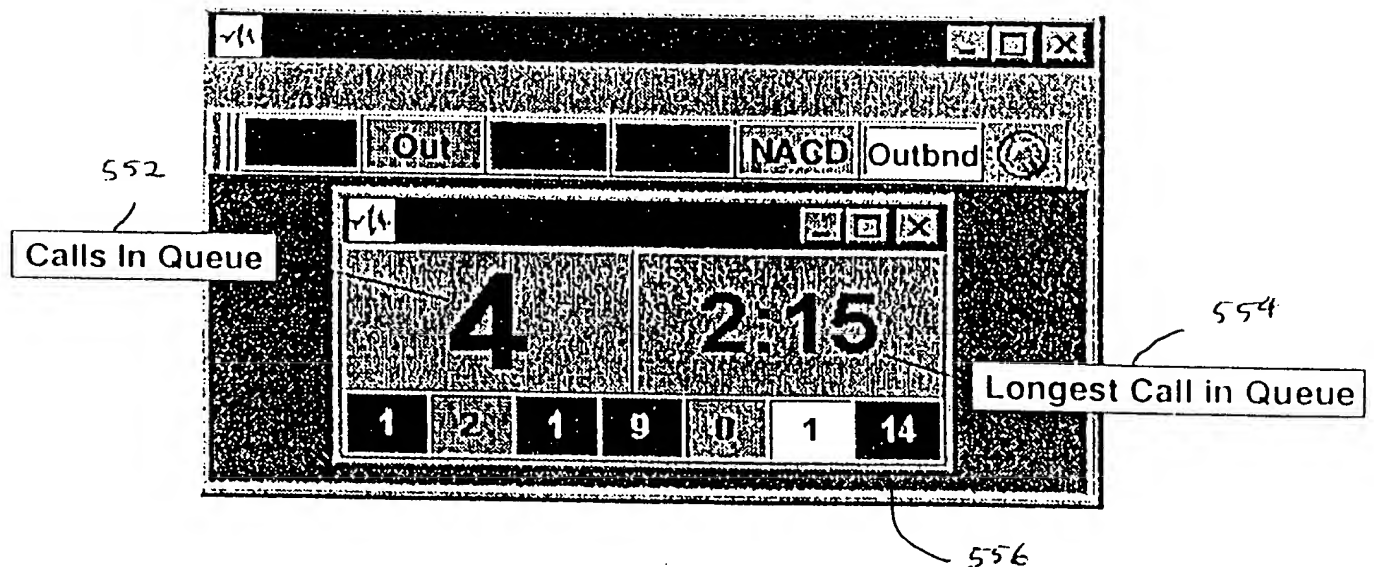
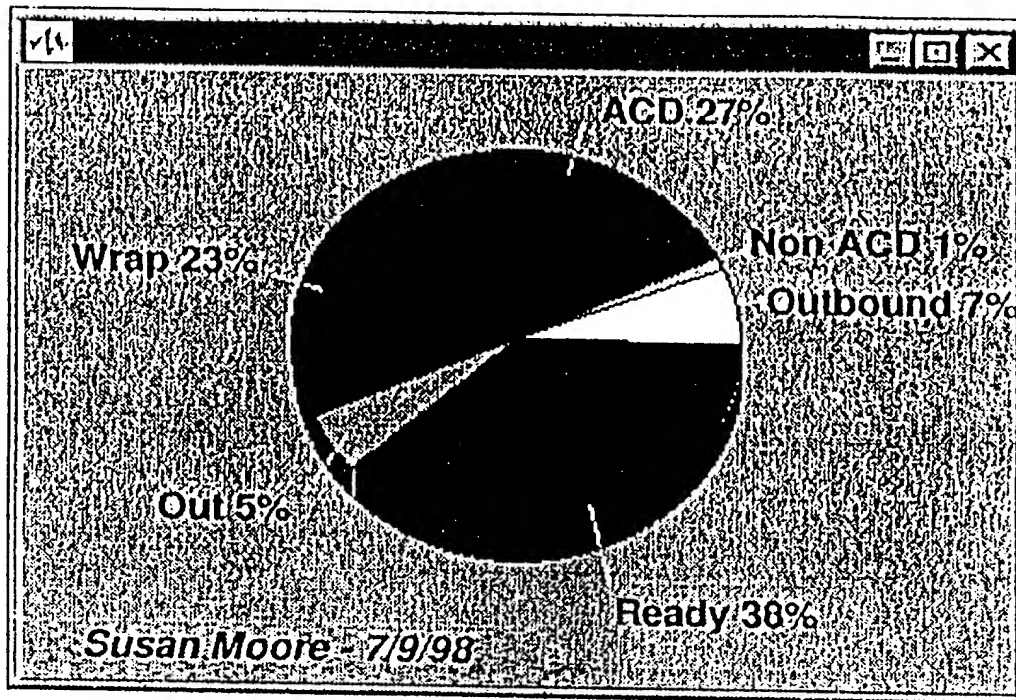


FIG. 56

150000  
 140000  
 130000  
 120000  
 110000  
 100000  
 90000  
 80000  
 70000  
 60000  
 50000  
 40000  
 30000  
 20000  
 10000  
 0

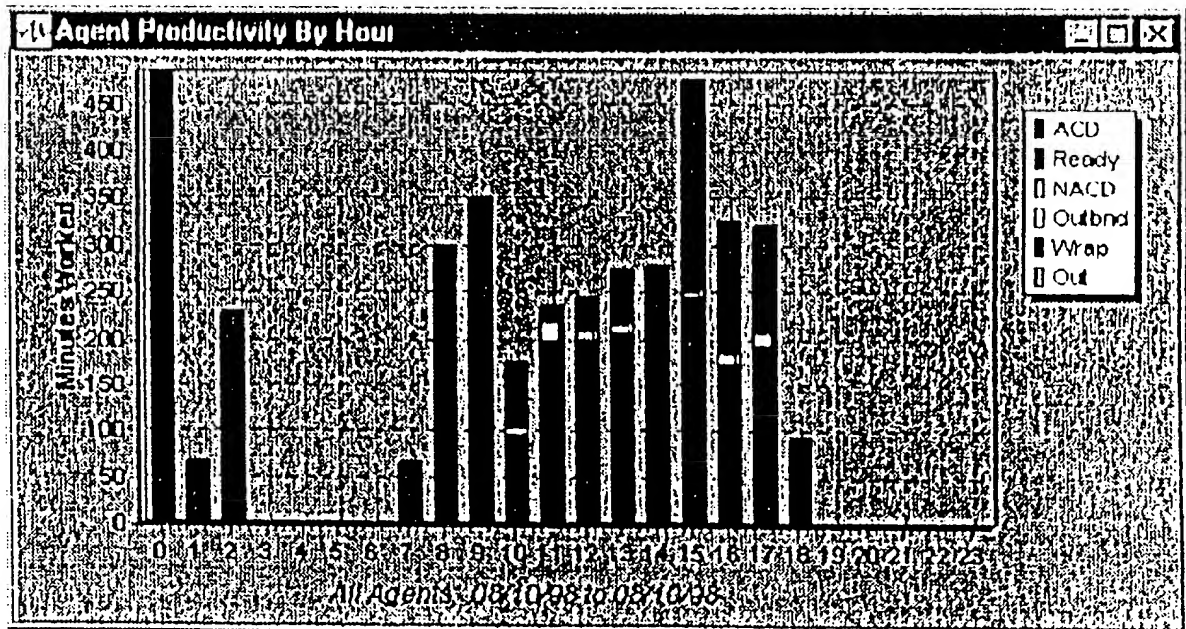
- 
- On-Screen Reports**
- Choose a Report
- Agent Productivity
  - Agent Productivity by Hour
  - Agent Time Sheet
  - Call History
  - Bucket History
  - Calls by Hour or 15-minute**
  - Disposition Code (Call Log)
  - Calls by Hour by Agent
- OK Cancel

# • Agent Productivity



F.6 58

# • Agent Productivity by Hour



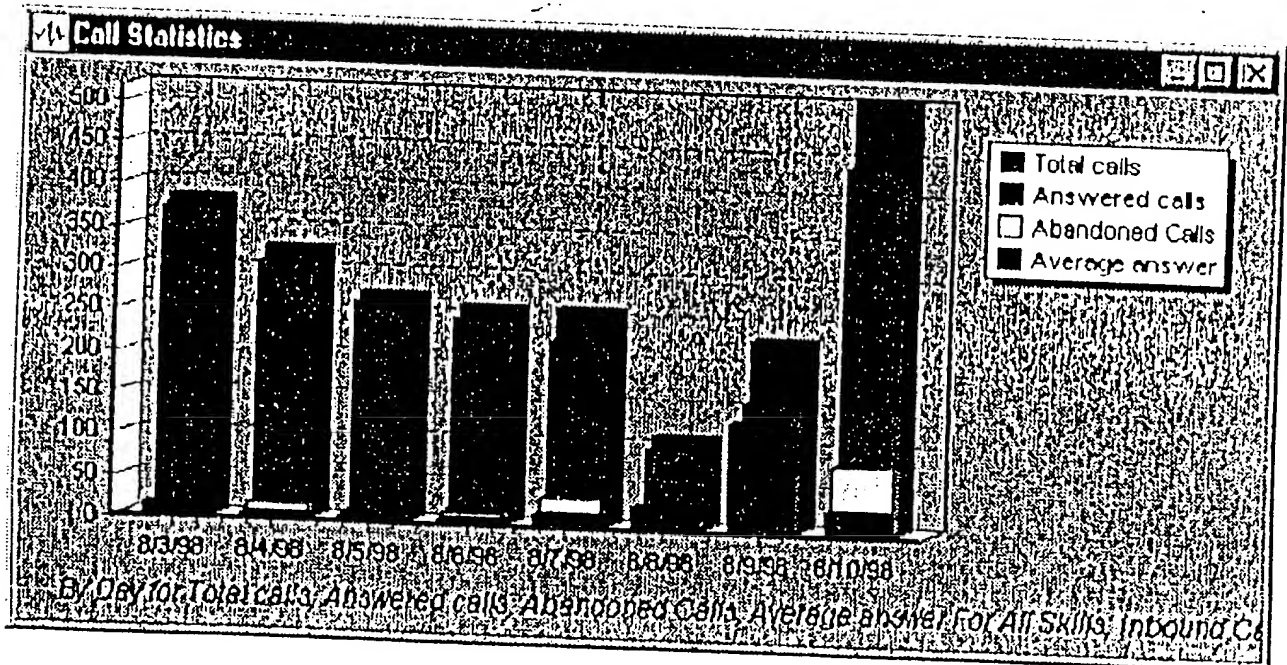
F.6 59

• Agent Time Sheet

All Agents		
Start Date/Time	End Date/Time	Hours
8/1/98 8:00:20 AM	8/1/98 4:58:35 PM	21.03
8/2/98 8:00:49 AM	8/2/98 4:57:18 PM	15.47
8/3/98 6:05:38 AM	8/3/98 10:35:31 PM	47.42
8/4/98 6:01:21 AM	8/4/98 9:55:34 PM	50.30
8/5/98 6:00:05 AM	8/5/98 9:54:44 PM	38.13
8/6/98 6:03:28 AM	8/6/98 9:57:12 PM	42.02
8/7/98 7:07:03 AM	8/7/98 10:00:18 PM	38.10
8/8/98 7:59:41 AM	8/8/98 5:05:54 PM	19.30
8/9/98 8:05:01 AM	8/10/98 2:26:40 AM	49.05
8/10/98 12:33:29 AM	8/10/98 5:58:32 PM	33.43
7/27/98 6:02:19 AM	7/27/98 7:04:20 PM	52.03
7/28/98 7:06:19 AM	7/28/98 6:55:34 PM	59.13
7/29/98 6:00:37 AM	7/30/98 9:23:44 AM	58.13
7/30/98 6:01:35 AM	7/30/98 7:31:36 PM	34.10
7/31/98 7:34:06 AM	7/31/98 7:36:32 PM	57.47
Total Hours = 615.7		Average = 41.0 per day

F.G. 60

• Call Statistics

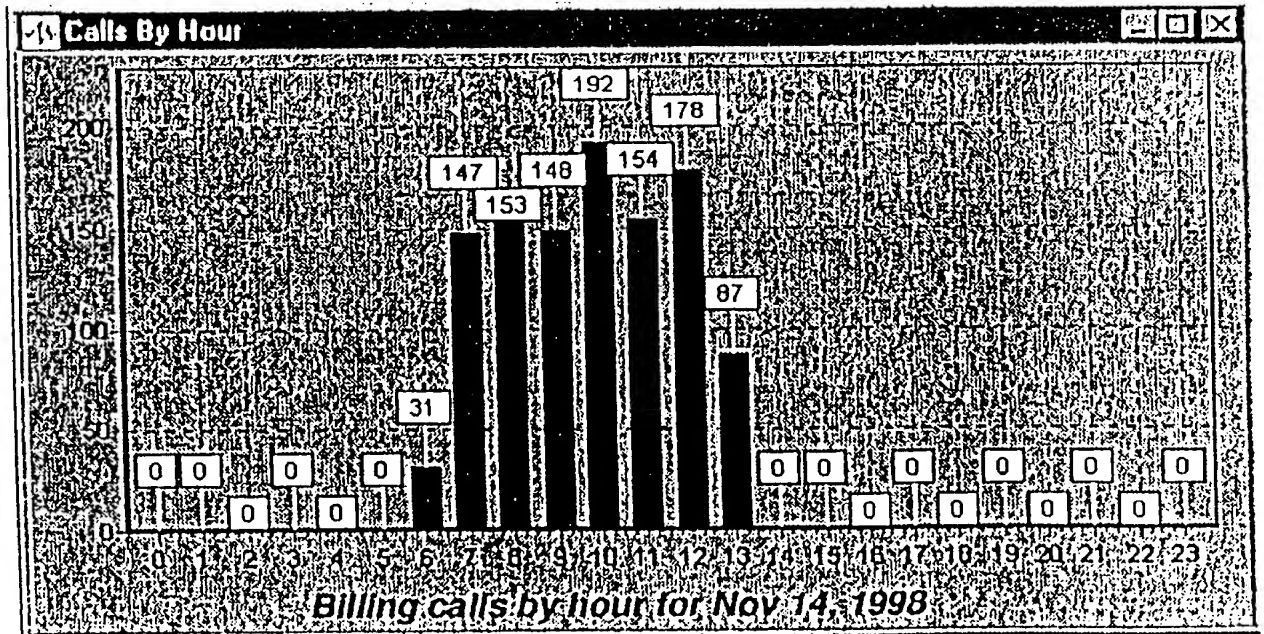


F.G. 61

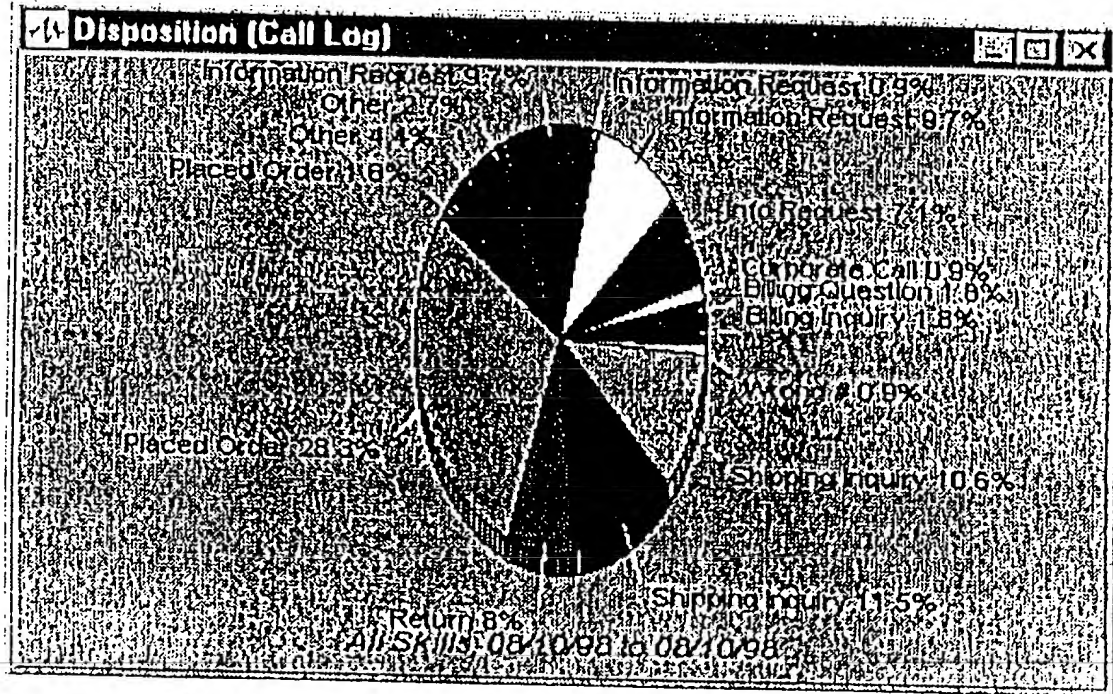
- [illegible]



- F.G. 63

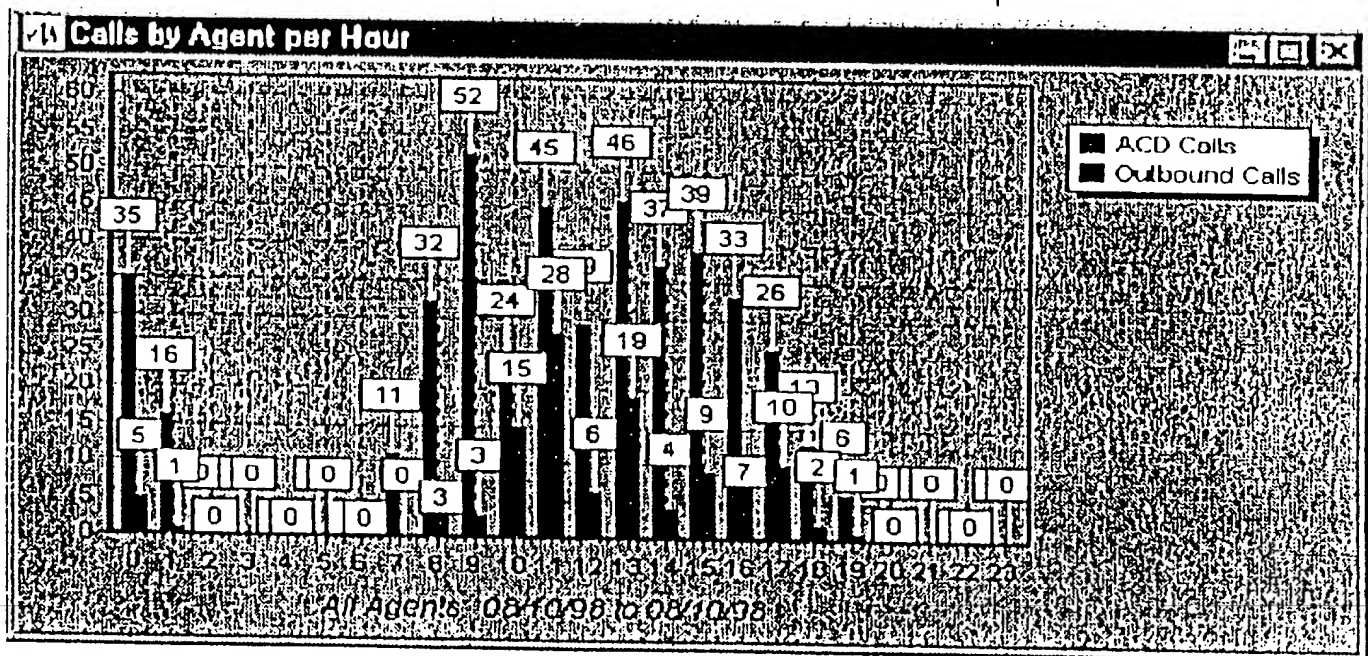


- Disposition Code (Call Log)



F.6 64

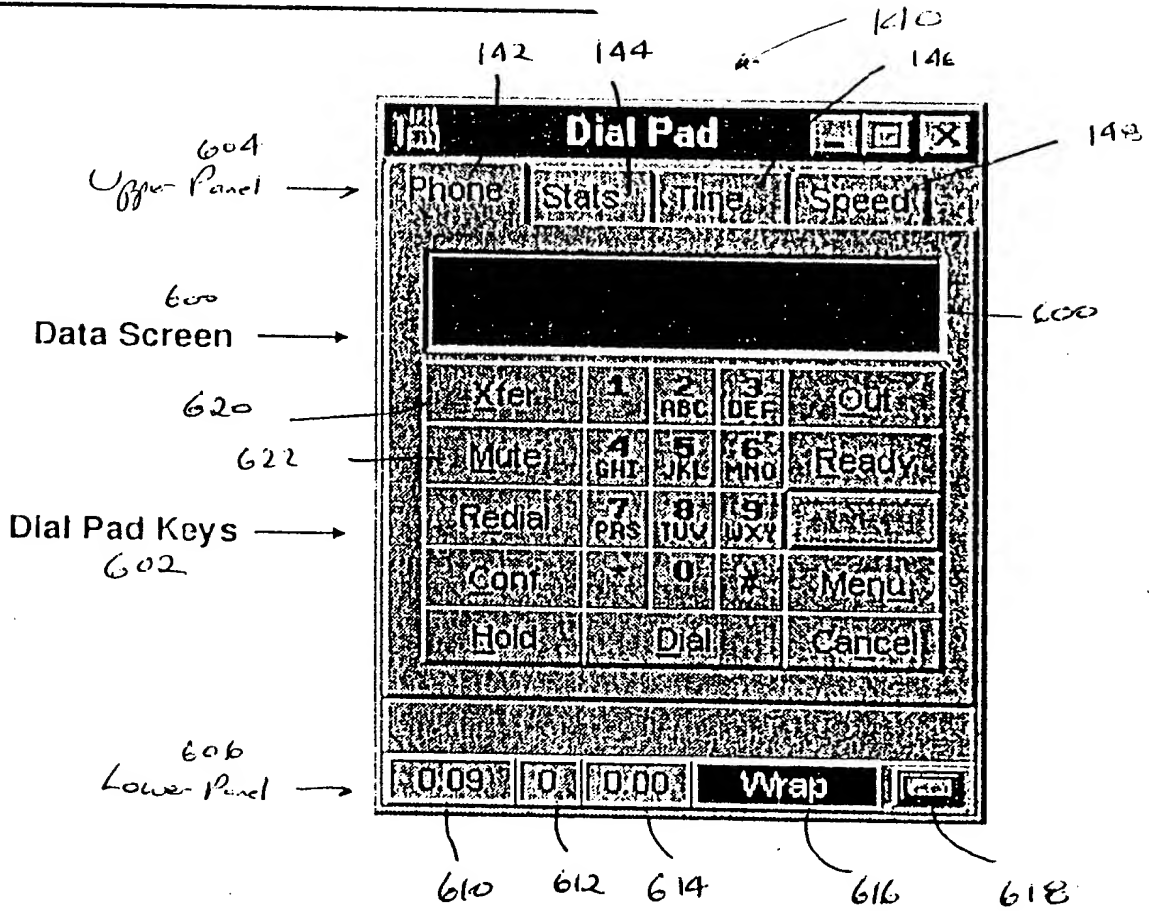
- Calls by Agent Per Hour



F.6 65

005220-11821560

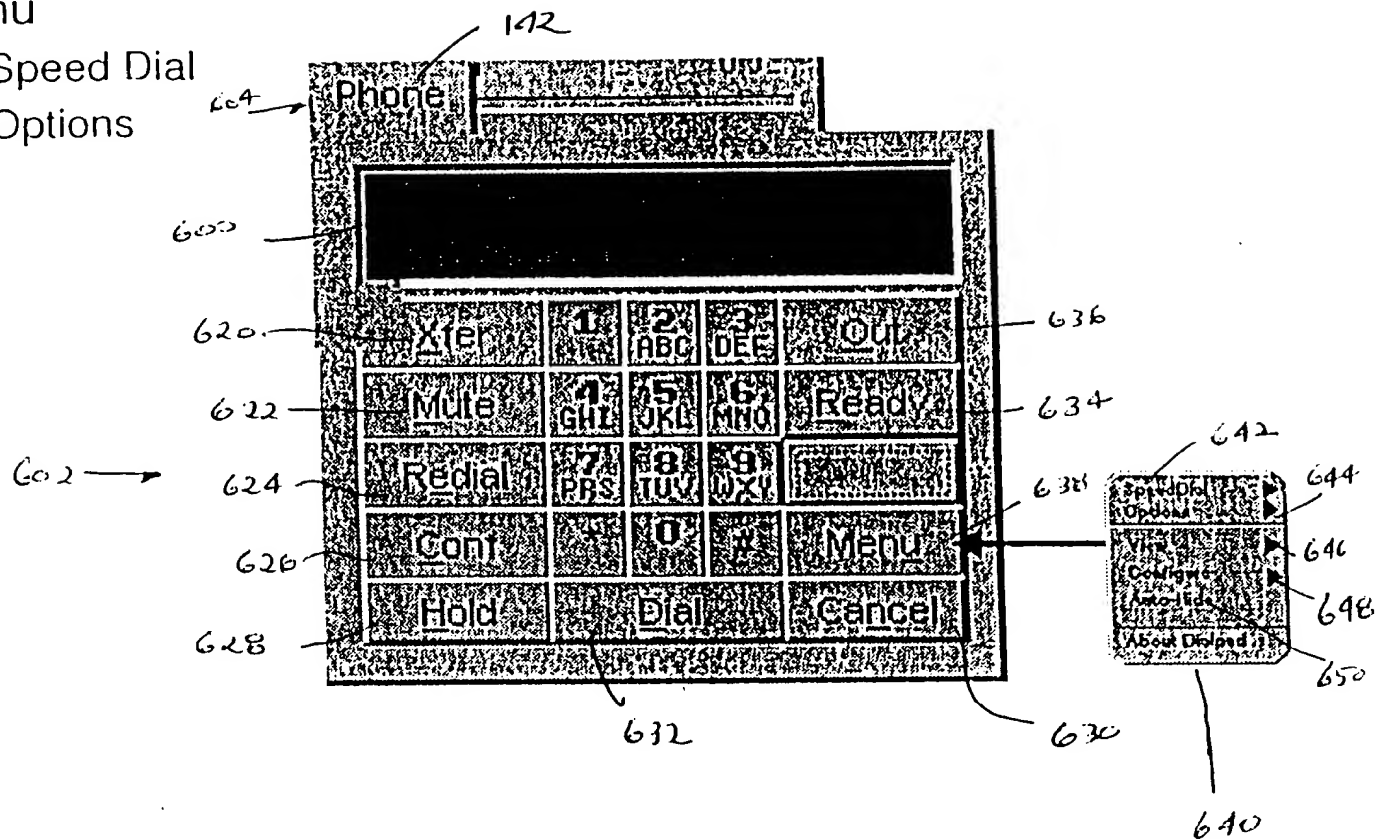
# Dial Pad Layout



F. G. 66

# Phone Tab

- Menu
  - Speed Dial
  - Options



F.G. 67

## Stats Tab

- Total Calls (ACD, NACD, Outbound)
- Average Time for Each Type

142 144 146 148

Dial Pad			
Phone	Stats	Time	Speed
		Calls	Avg
ACD	24	4:15	
NACD	0	0:00	
Outbound	1	6:23	
2:02   0   0:00   12 Out			

F.G. 68

Speed  
Tab

Speed 148

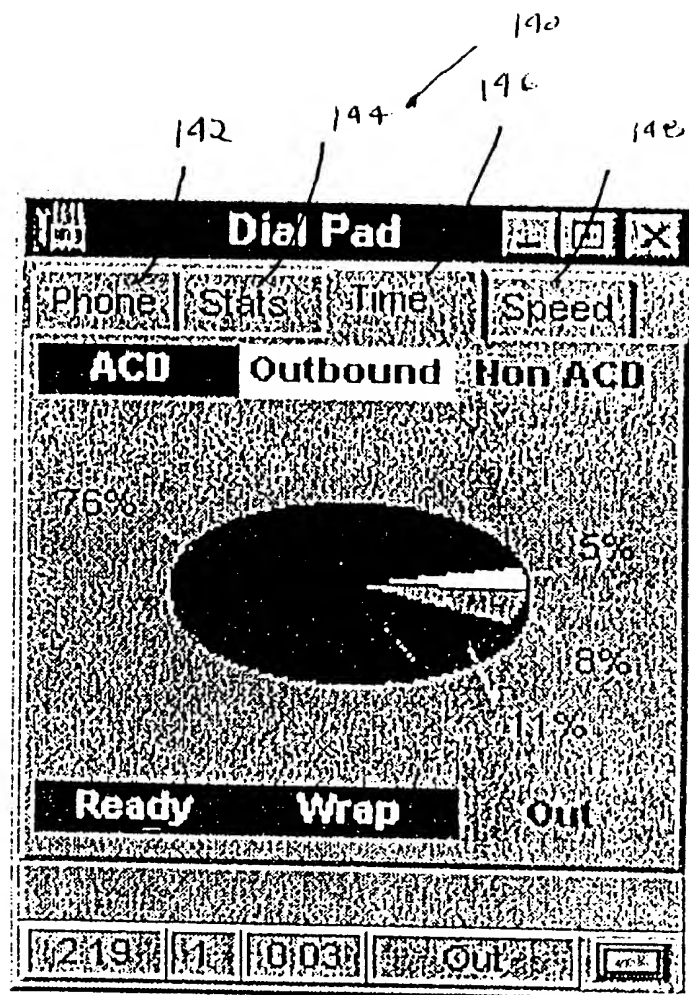
A	Rob Office
B	David's Mobile Phone
C	David's Desk
D	Home
E	
F	
G	
H	
Total Calls: 12	

F.G. 69

005220-1822500

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044

- Pie chart of time spent in:
  - ACD
  - NACD
  - Outbound
  - Ready
  - Wrap
  - Out



F. G. 70

Figure 6 is a screenshot of a software interface titled "Constructive Editor". The interface includes a menu bar at the top with options: "File", "Edit", "Window", and "Help". Below the menu bar is a toolbar with icons for "STAFF", "CAPTURE", "SPEAK", "IF", "CASE", "DIAL", "HANGUP", "RECORD", and "SET". The main workspace is divided into two panes. The left pane contains a table with columns "Method", "Expression", "Action ID", "(True)", and "(False)". The right pane contains a script display area with a sequence of icons and text: "Start", "Volume", "PIN", "Repeat PIN", and "End". Handwritten annotations include "4.65 Properties" pointing to the left pane, "4.64 Script Display" pointing to the right pane, and various numbers (712, 762, 764, 710, 766, 732, 768, 770, 742, 730, 742) pointing to specific UI elements.

F. G.

71

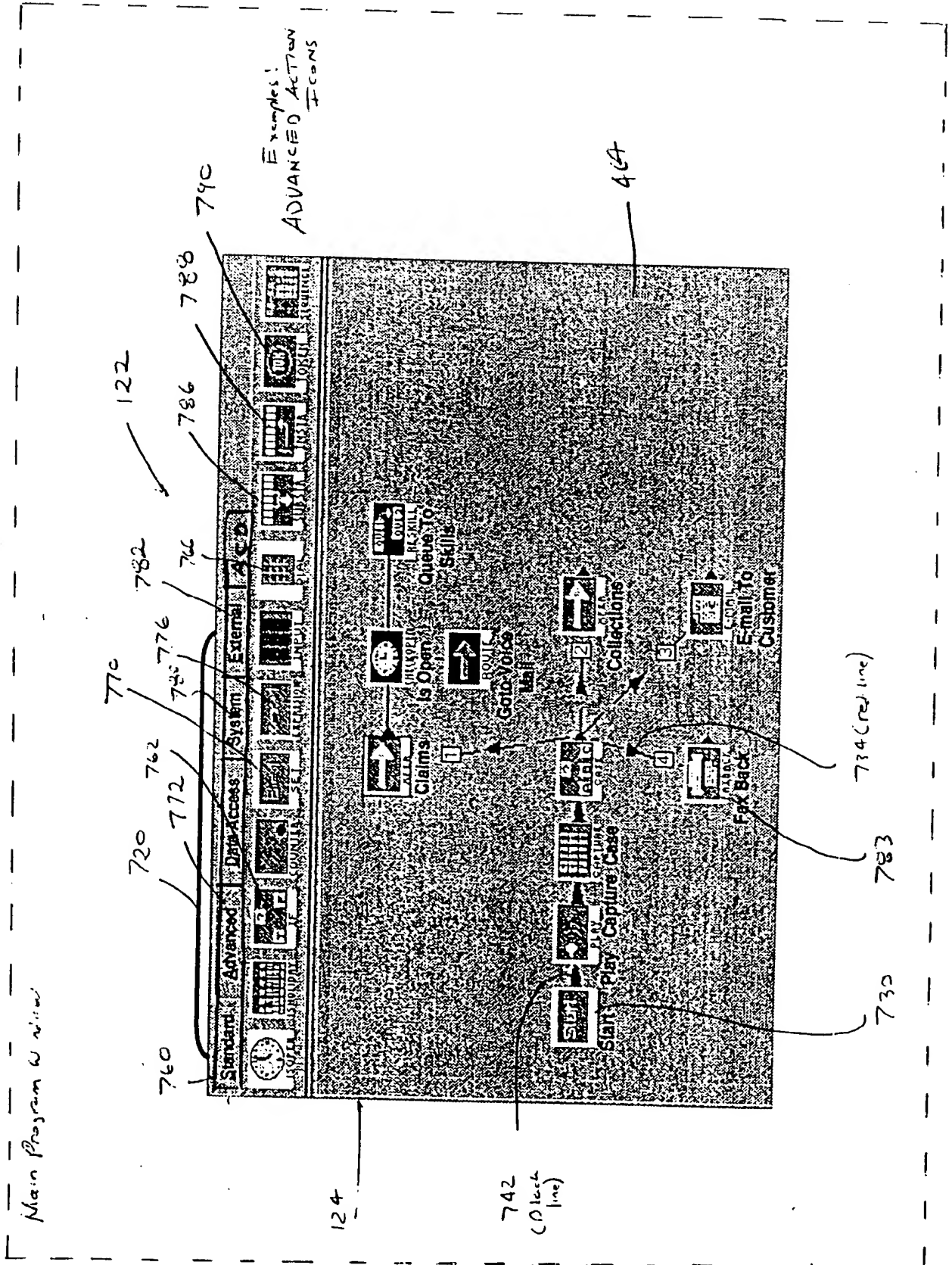
96A  
Script  
Display

[illegible]

[illegible]

F.G.1

ACD and IVR/VIRU Call Flow Script Editor



## Call Processing Overview

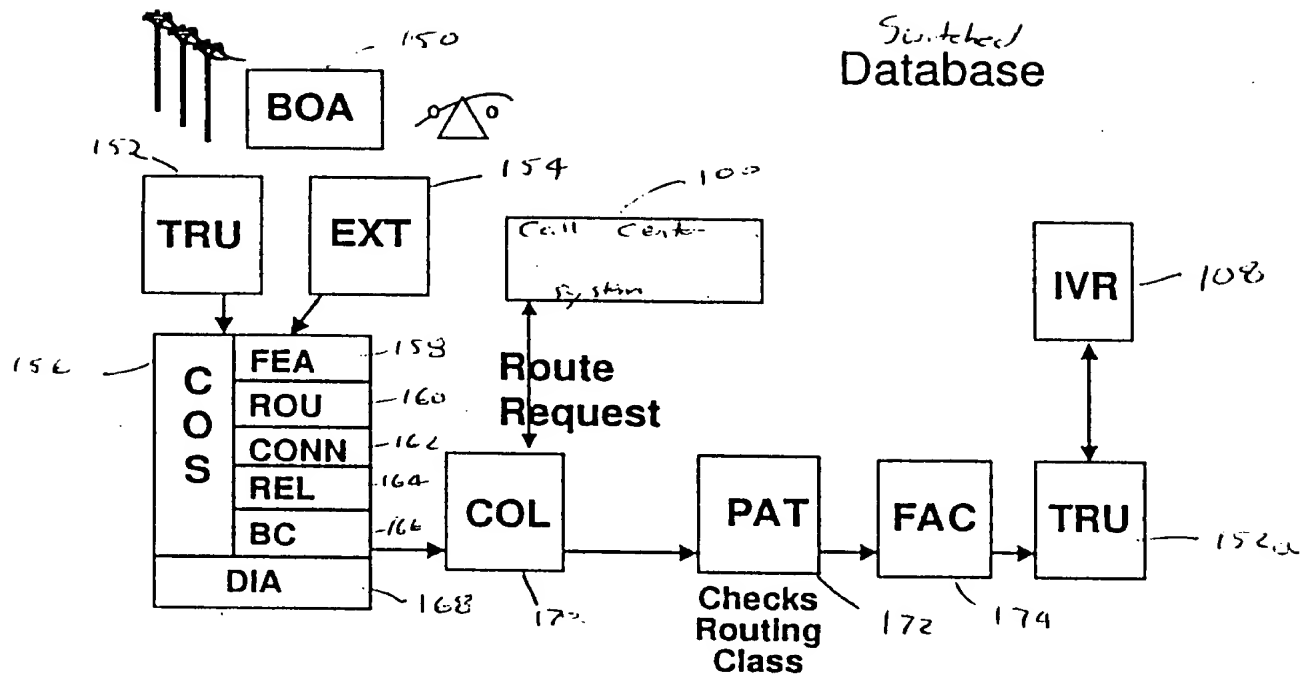


FIG 3

## Call Processing

Defines which boards go into which shelves and slots.

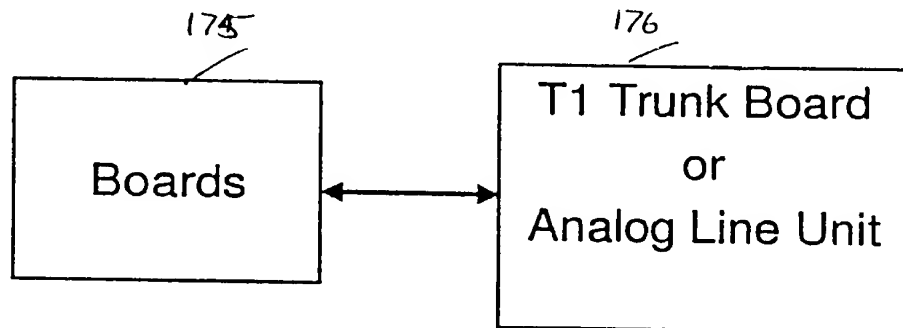


FIG. 4

## ***Route Request Configuration***

---

A ...? System  
HIL ...? Route  
HILROUTE ...? ADD

Route Request Name ..... ROUTE-REQUEST-1

Profile Number ..... 39

Logical Device Name..... LINKONE

Failure Destination ..... STA

FIG. 5

## ***System Device Configuration***

---

A ...? System  
SYSEDIT ...? Device  
SYSDEV ...? List

System Device ..... L1

LINK type ..... CALL-LINK

Link media Type ..... LAN

HIL Link Failure Queue Timer ..... 5 seconds

FIG 6

## **System Logical Device Configuration**

A ...? System	
SYSEDIT ...? Logical	
SYSLOG ...? List	
Logical Device Name.....	LINKONE
Logical Device Type.....	CALL-LINK
System Device .....	L1

FIG. 7

## **HIL Message Format (Serial)**

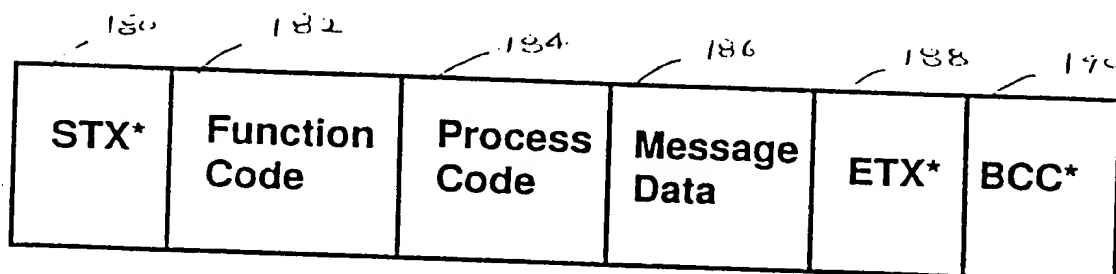


FIG. 8

# OpenLAN HIL Message Format

Field Name	Size	Description
Message Count	16 bits	Number of HIL Messages in OpenLAN message.
Message Length	16 bits	Length of the following HIL message.
Function Code	2 bytes	Identifies HIL message.
Process Code	1 byte	Identifies message subfunction.
Message Data	Variable	Info required by message.
Fill (message of odd size only)	1 byte	Used only to change message of odd to even byte.

FIG. 9

## HIL Signaled Circuits

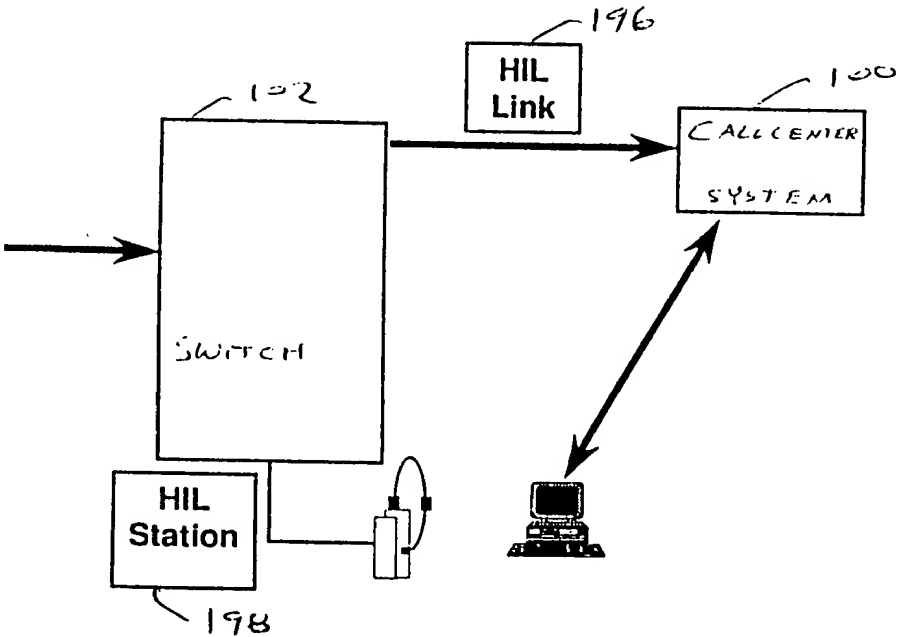


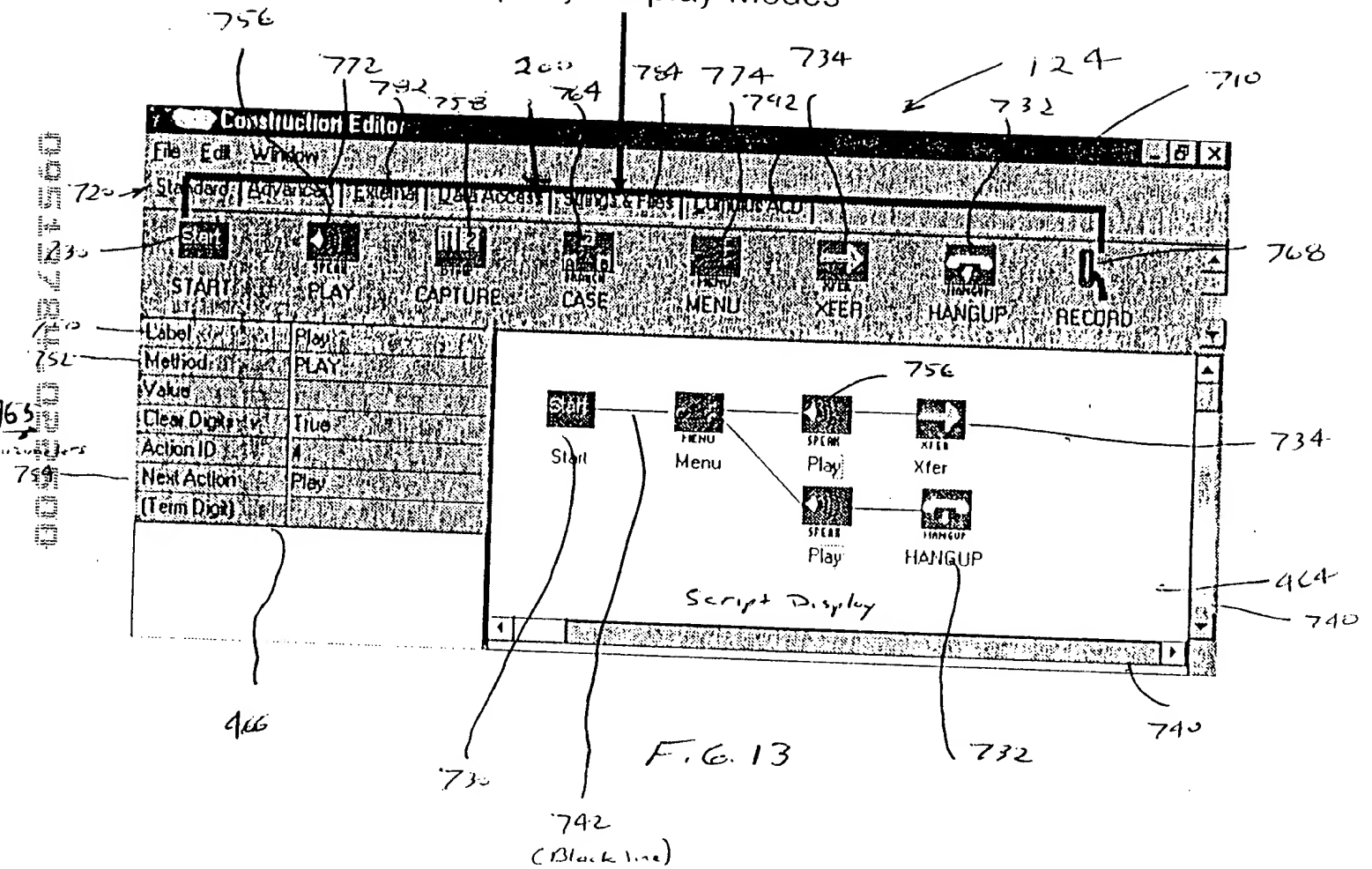
FIG. 10

[illegible]

F. G. 11

F.C. 12

# Property Display Modes



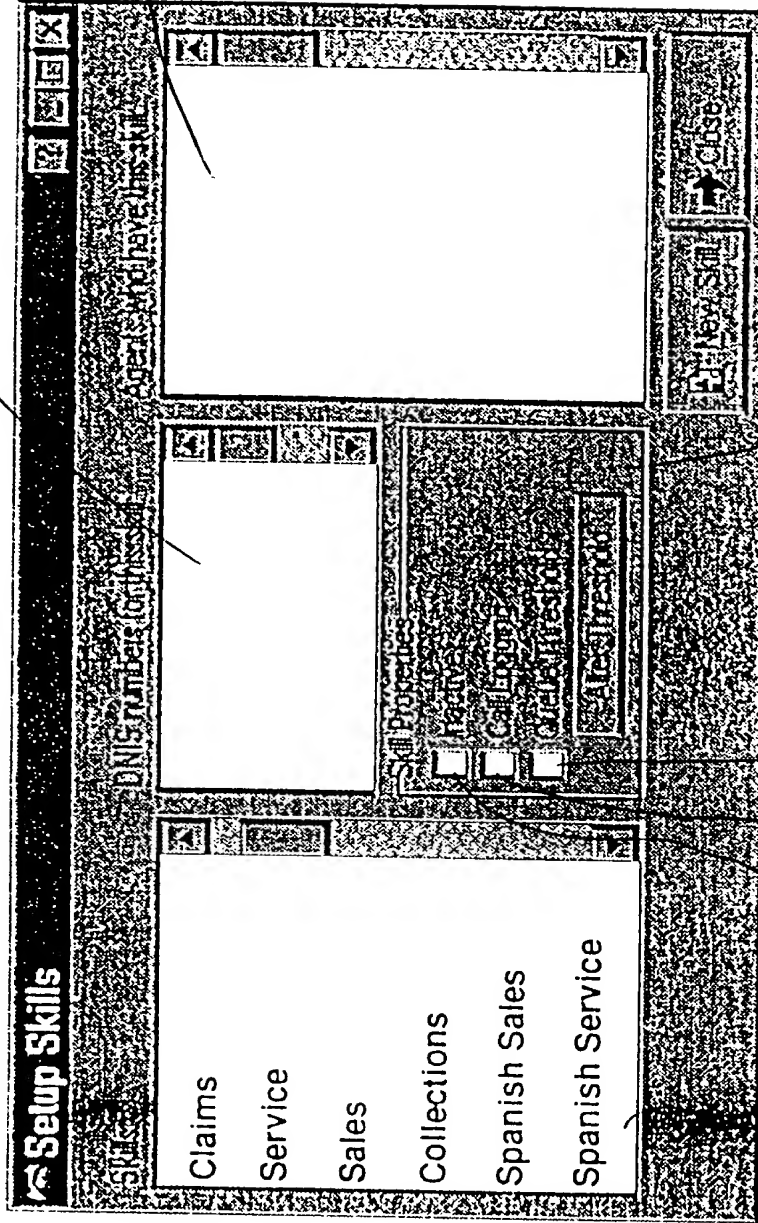
F. G. 13

00520-1221900

Setup From  
ACD Manager Screen

380

210



384

390

370

382

392

FIG. 14

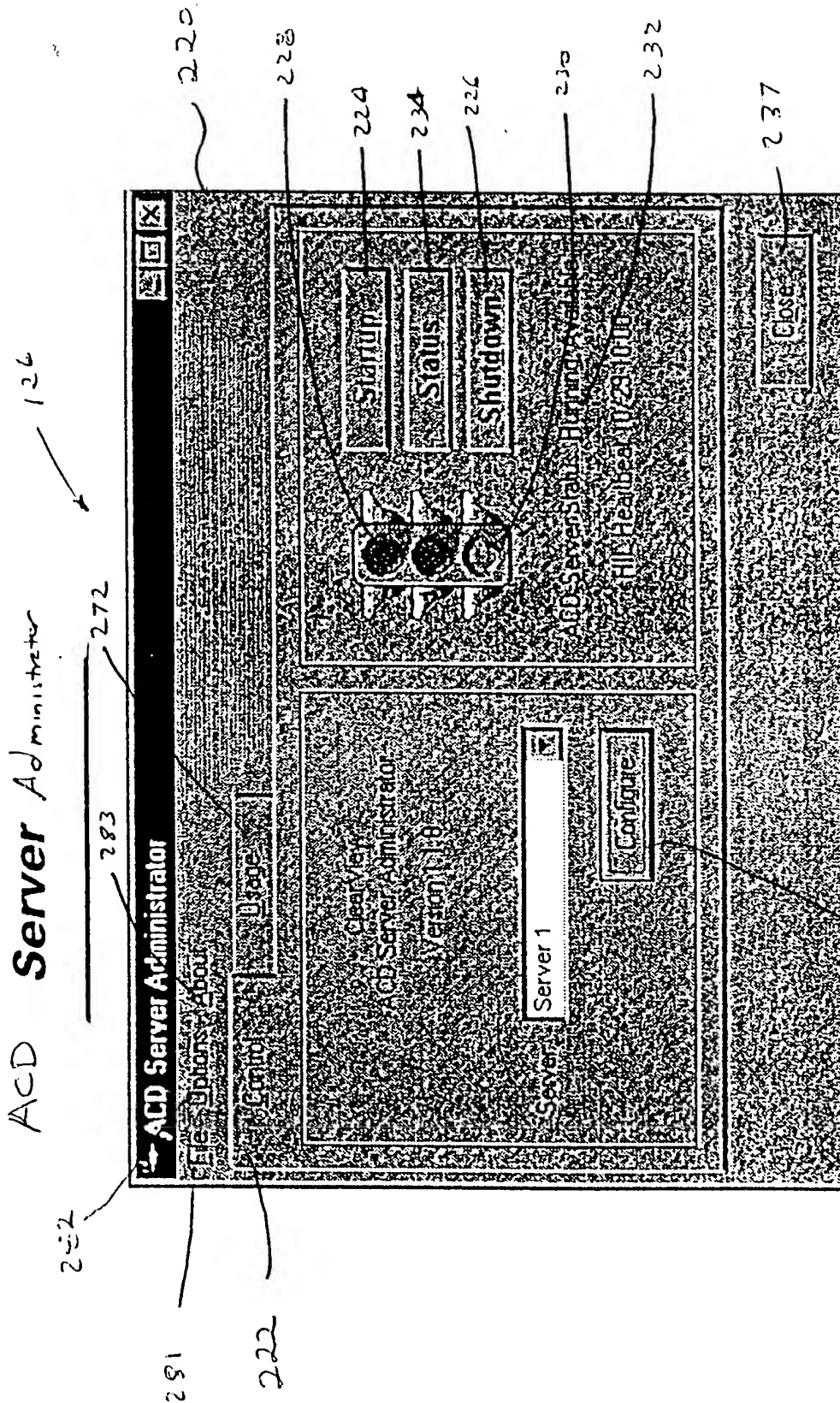
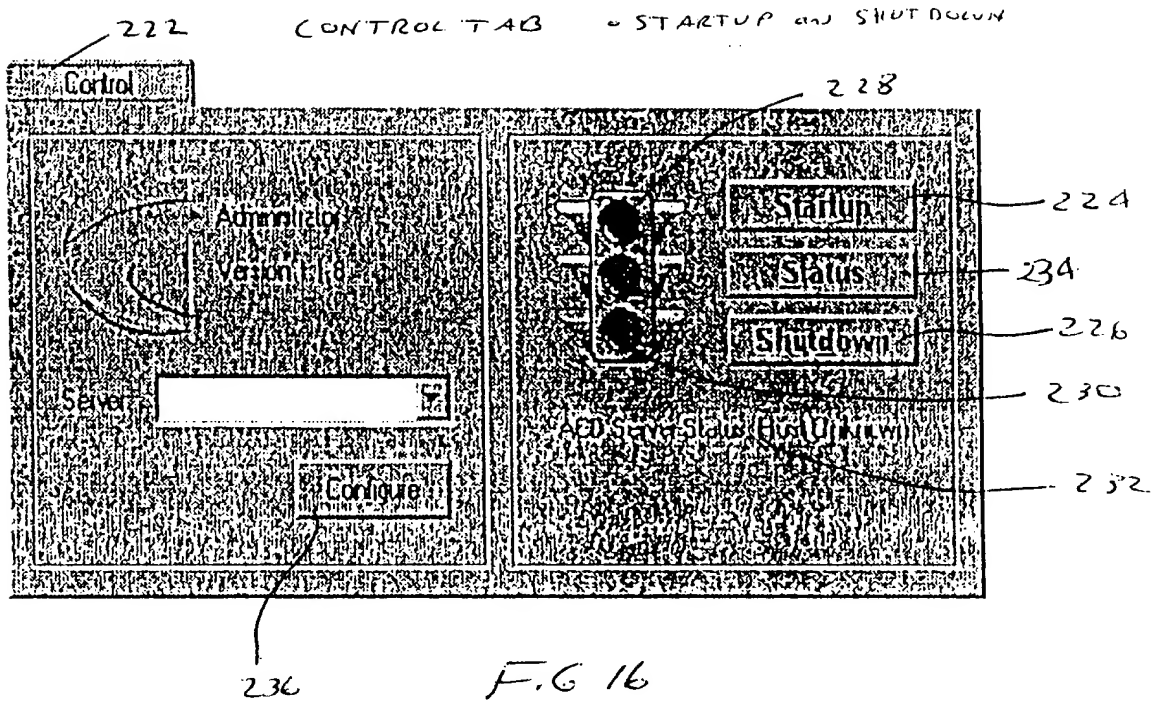


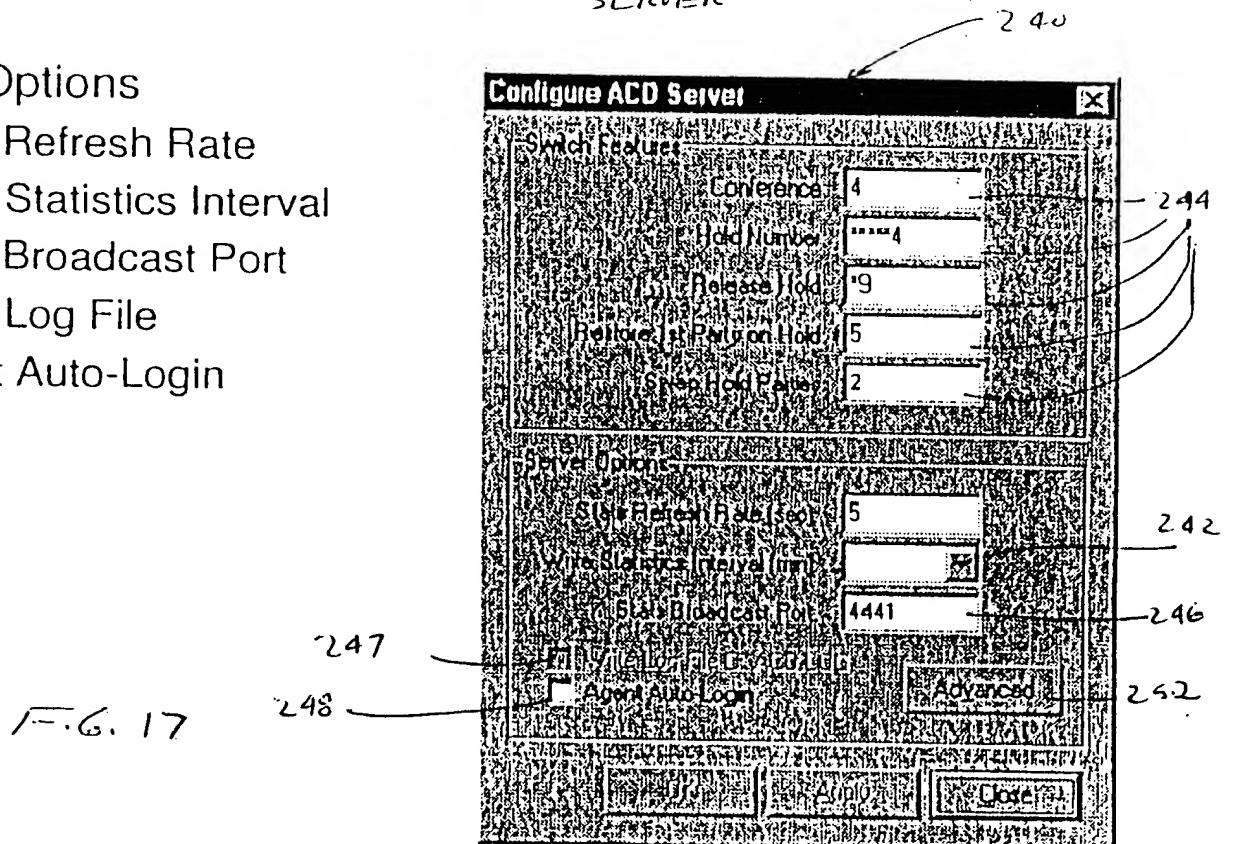
FIG. 15



CONTROL TAB SERVER

## • Server Options

- Stats Refresh Rate
- Write Statistics Interval
- Stats Broadcast Port
- Write Log File
- Agent Auto-Login



- Advanced Settings
- HIL Interface Type

The screenshot shows the 'Advanced Settings' dialog box. The 'Database Settings' section contains the following fields:

- Database Server Alias: ACD Server
- User Name: sa
- Password: (empty)

The 'Security' section contains the following fields:

- Security: SQL Server Authentication
- Server Name: 127.0.0.1
- Port Number: 8000
- Link Number: 0
- Port Number: 8020

At the bottom, there are three buttons: OK, Apply, and Cancel.

266,202b F.C 18

00513784-02200

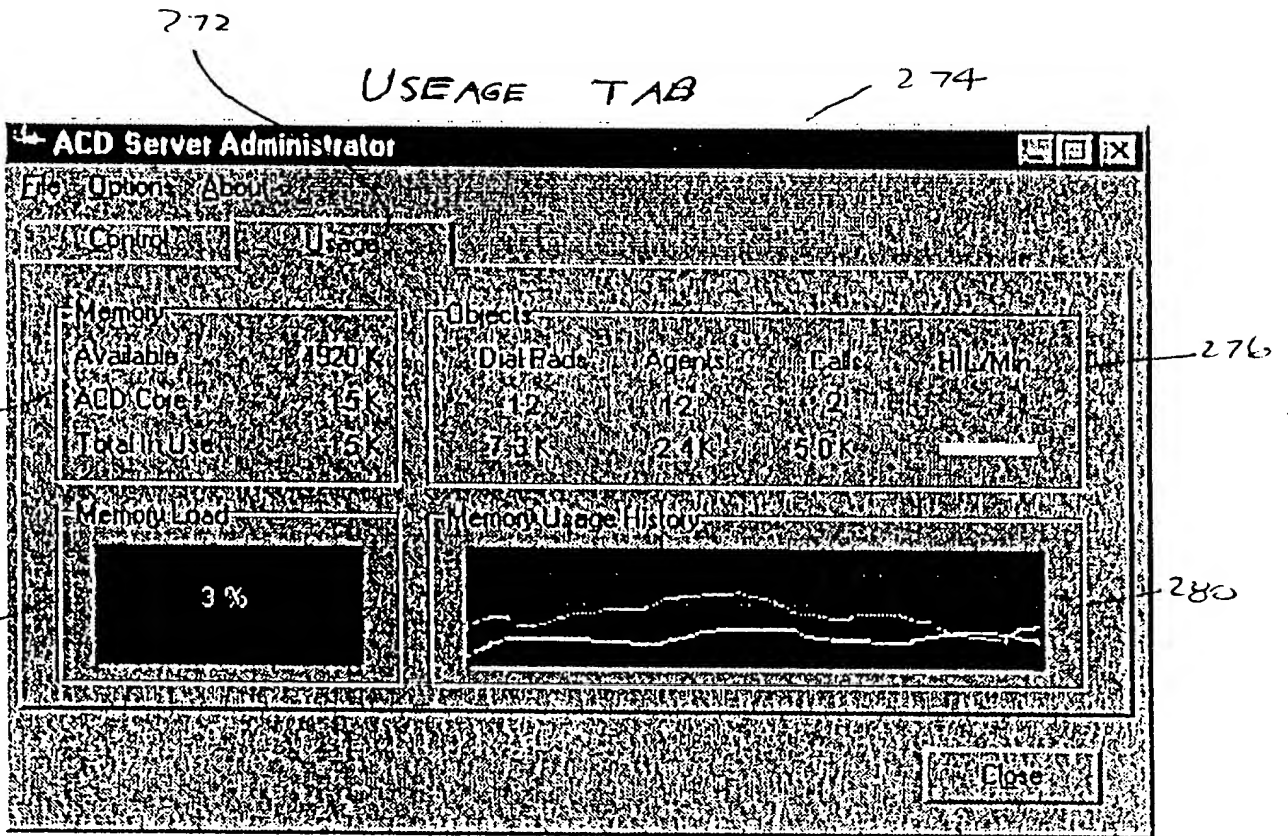
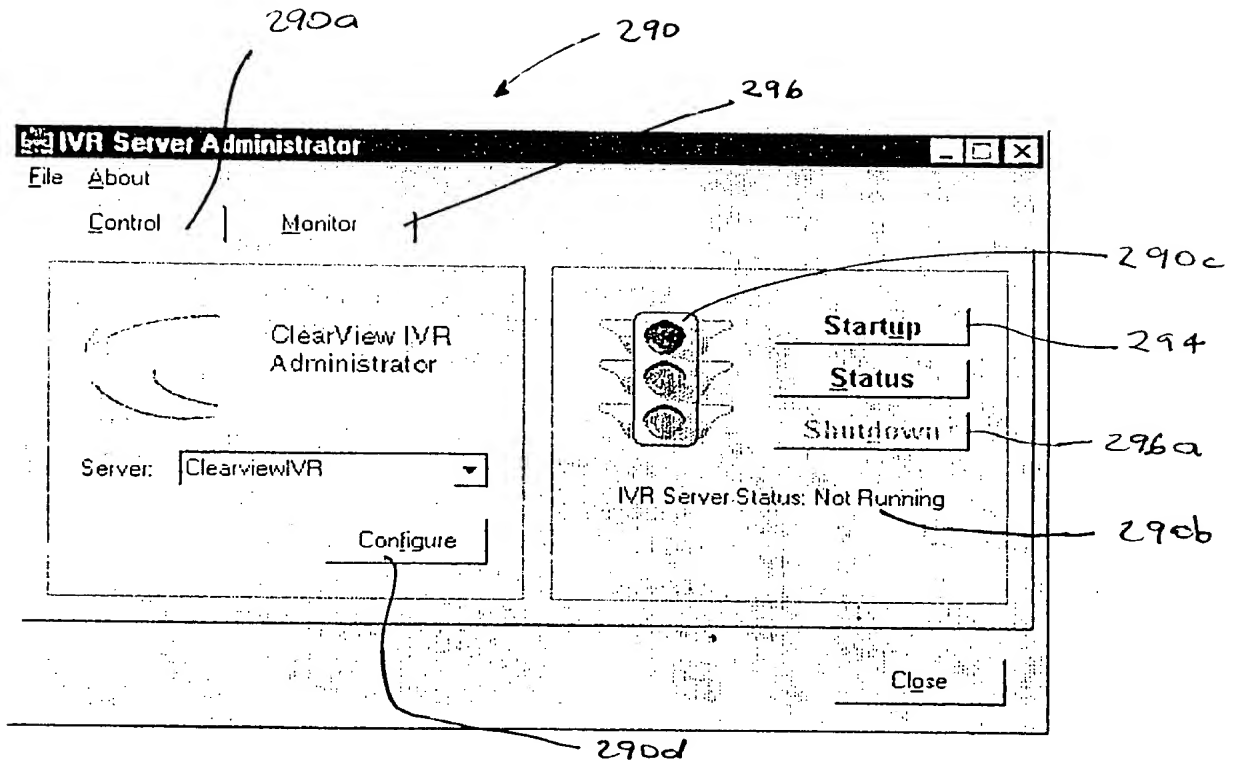
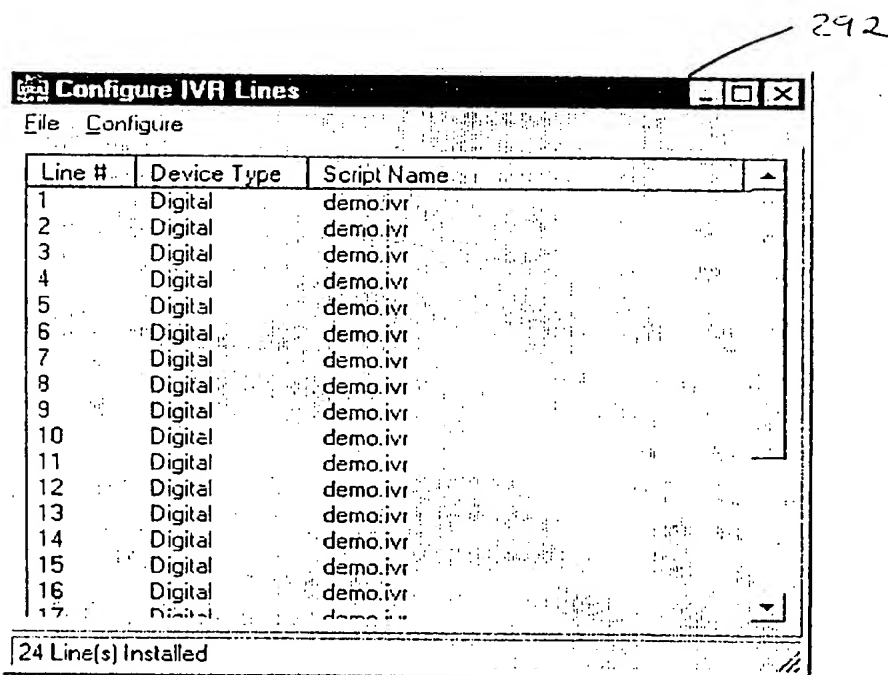


FIG. 19



F. 6. 199



F. 6. 191

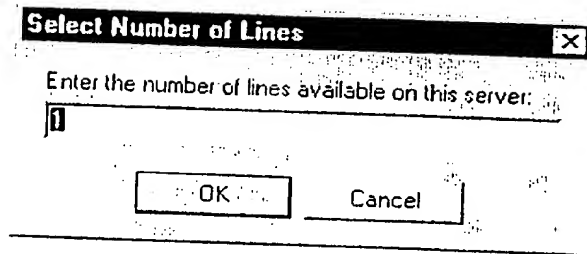


FIG 19c

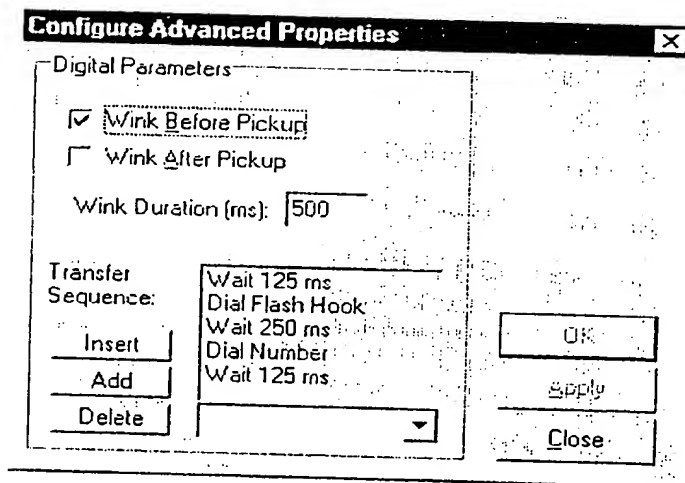
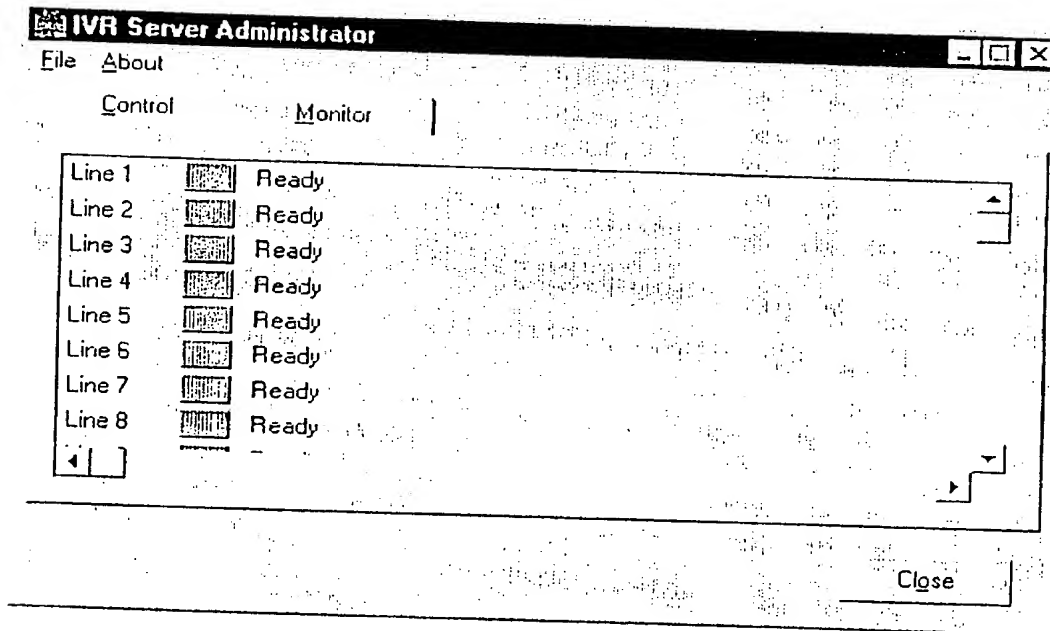


FIG 19d



F.G.19e

# Manager

## INTERFACE

- Interface between call center Database Administrator and ClearView resource database and scripts.
- Database Tables:
  - Station Management
  - Agent Teams
  - Call Center Hours of Operation
  - Agent Skills
  - Call Disposition Tracking
  - Agent Extensions
  - DNIS Configuration

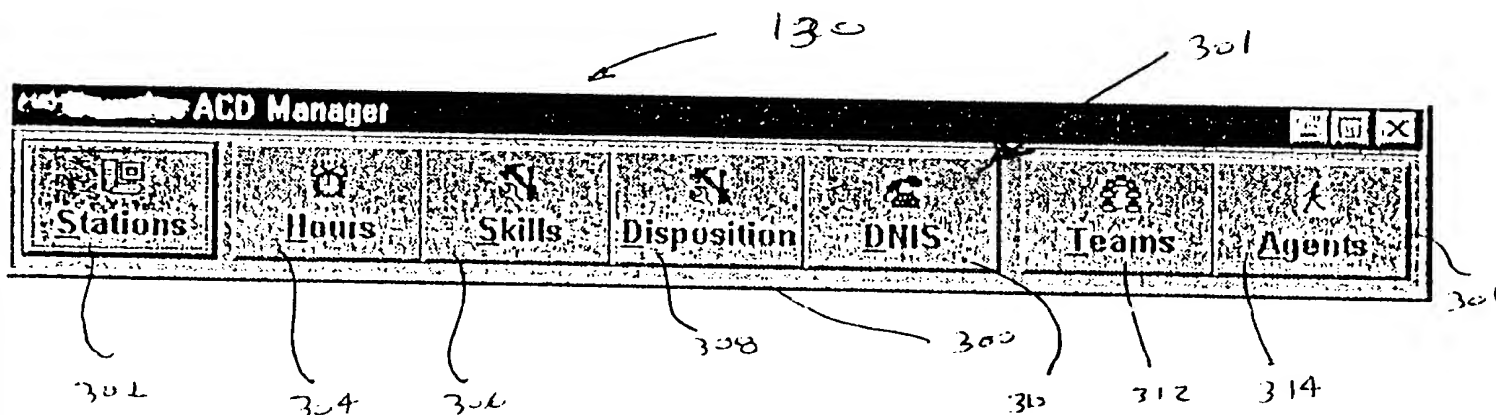


FIG. 20

[illegible]

- 

326  
328  
330  
331

F. G. 21

## Call Center Hours of Operation

- Setting Up Routing Schedules

332

**Holiday Schedule**

**Holiday 1999**

Choose the day or a range of days which the holiday will be applied. Make sure you do not schedule a day that has already been scheduled.

Single day or first day

9/15/99

**September 1999**

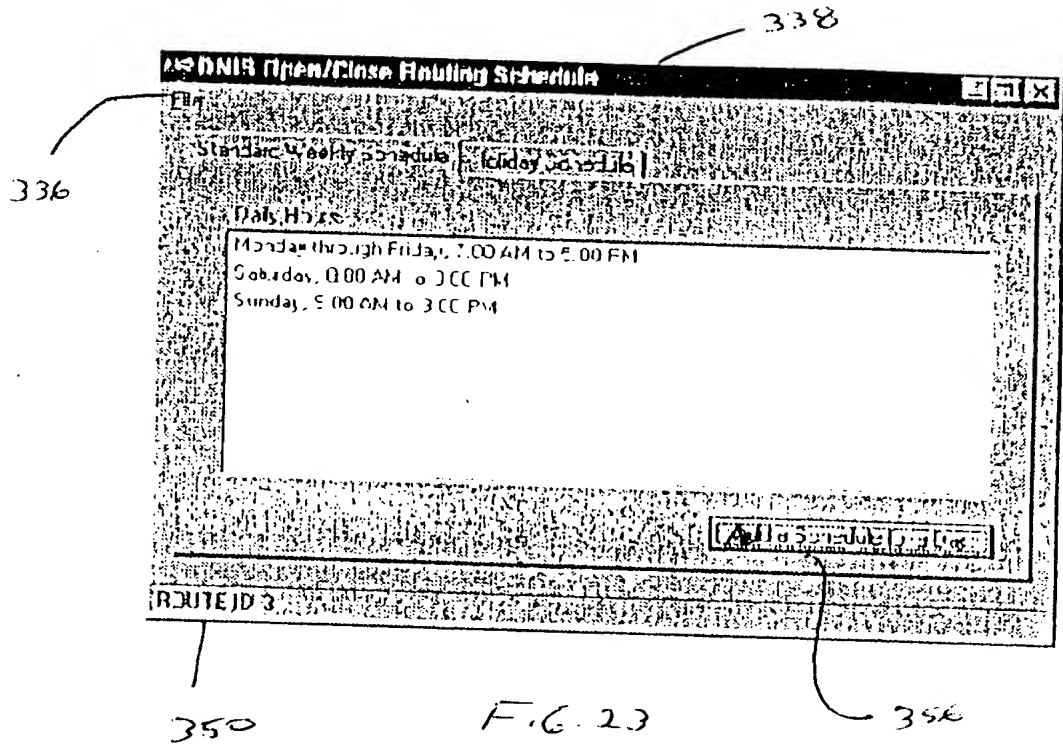
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Cancel OK

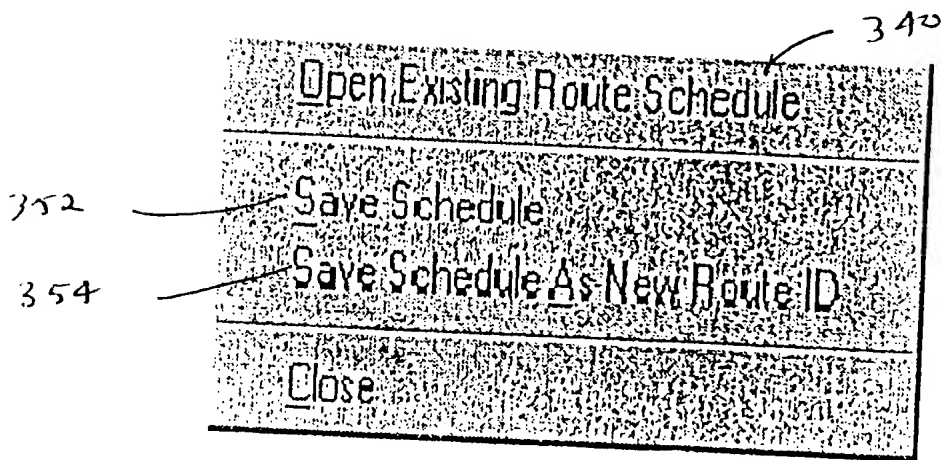
Today: 01/02/2000

F.6.22

- Days and Times of Operation

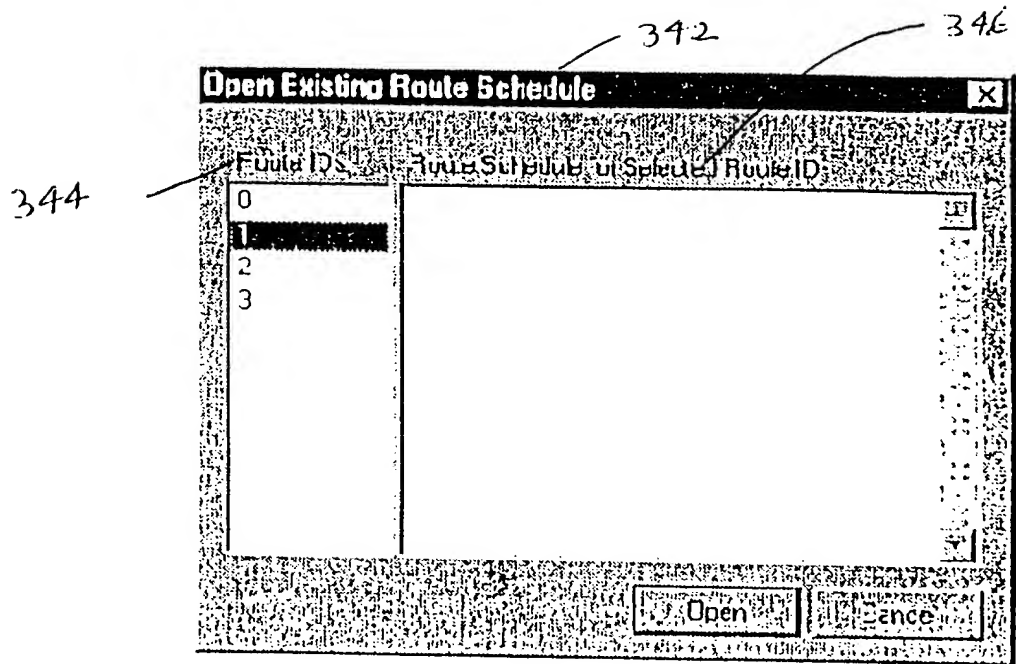


Opening and Saving  
Route Schedules



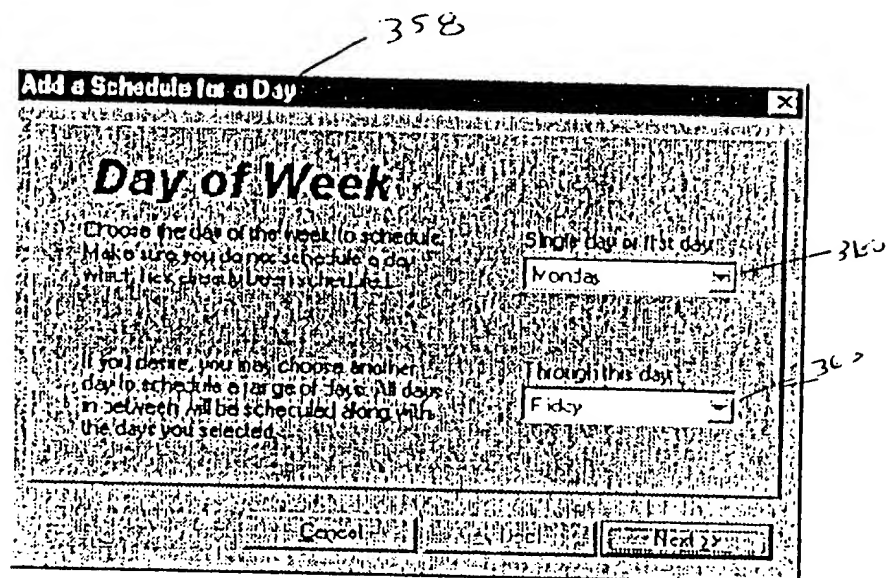
005220" 48224500

- Open Existing Route Schedule



F.G 25

- Setting Up Standard Weekly Schedule



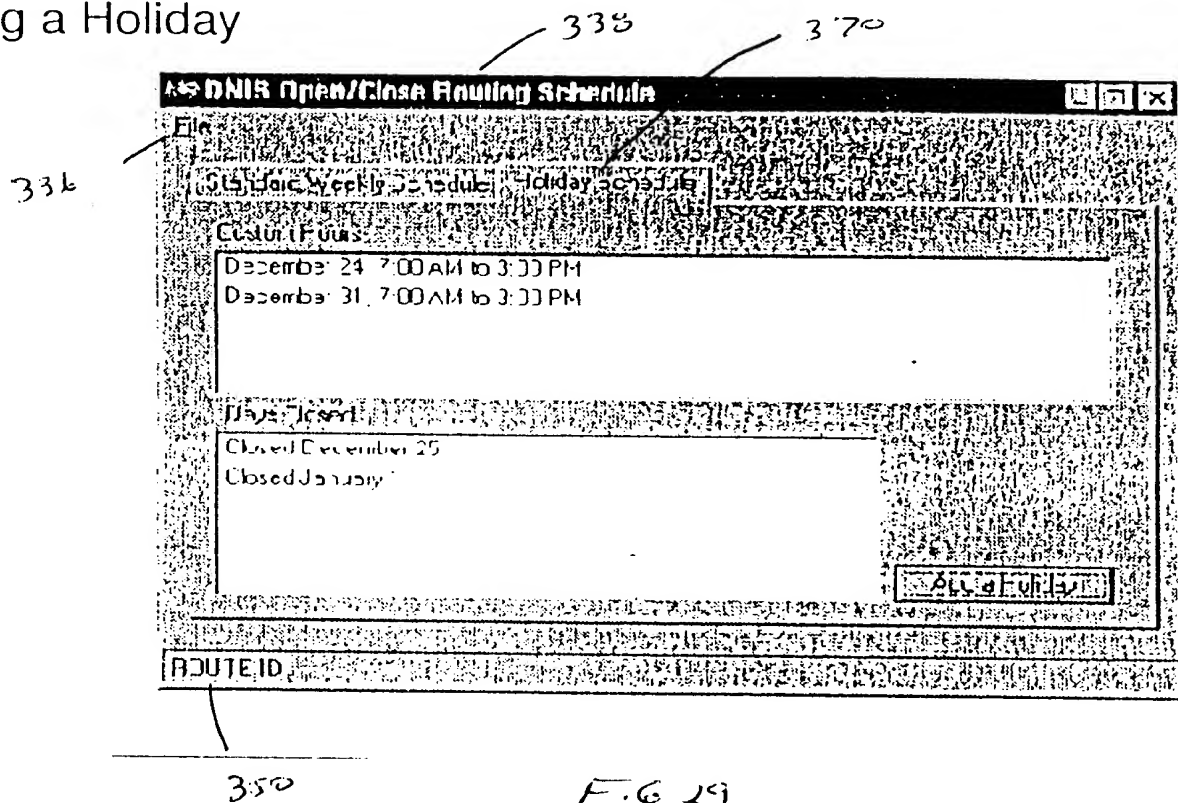
F.G 26

- | Alt.  | Lat.      | Long.      | Time | Wind | Sea | Temp. | Bar.   | Remarks |
|-------|-----------|------------|------|------|-----|-------|--------|---------|
| 01250 | 01° 11' N | 104° 05' E | 0100 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01255 | 01° 11' N | 104° 05' E | 0105 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01300 | 01° 11' N | 104° 05' E | 0110 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01305 | 01° 11' N | 104° 05' E | 0115 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01310 | 01° 11' N | 104° 05' E | 0120 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01315 | 01° 11' N | 104° 05' E | 0125 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01320 | 01° 11' N | 104° 05' E | 0130 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01325 | 01° 11' N | 104° 05' E | 0135 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01330 | 01° 11' N | 104° 05' E | 0140 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01335 | 01° 11' N | 104° 05' E | 0145 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01340 | 01° 11' N | 104° 05' E | 0150 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01345 | 01° 11' N | 104° 05' E | 0155 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01350 | 01° 11' N | 104° 05' E | 0200 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01355 | 01° 11' N | 104° 05' E | 0205 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01400 | 01° 11' N | 104° 05' E | 0210 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01405 | 01° 11' N | 104° 05' E | 0215 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01410 | 01° 11' N | 104° 05' E | 0220 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01415 | 01° 11' N | 104° 05' E | 0225 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01420 | 01° 11' N | 104° 05' E | 0230 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01425 | 01° 11' N | 104° 05' E | 0235 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01430 | 01° 11' N | 104° 05' E | 0240 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01435 | 01° 11' N | 104° 05' E | 0245 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01440 | 01° 11' N | 104° 05' E | 0250 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01445 | 01° 11' N | 104° 05' E | 0255 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01450 | 01° 11' N | 104° 05' E | 0300 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01455 | 01° 11' N | 104° 05' E | 0305 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01500 | 01° 11' N | 104° 05' E | 0310 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01505 | 01° 11' N | 104° 05' E | 0315 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01510 | 01° 11' N | 104° 05' E | 0320 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01515 | 01° 11' N | 104° 05' E | 0325 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01520 | 01° 11' N | 104° 05' E | 0330 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01525 | 01° 11' N | 104° 05' E | 0335 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01530 | 01° 11' N | 104° 05' E | 0340 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01535 | 01° 11' N | 104° 05' E | 0345 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01540 | 01° 11' N | 104° 05' E | 0350 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01545 | 01° 11' N | 104° 05' E | 0355 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01550 | 01° 11' N | 104° 05' E | 0400 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 01555 | 01° 11' N | 104° 05' E | 0405 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 02000 | 01° 11' N | 104° 05' E | 0410 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 02005 | 01° 11' N | 104° 05' E | 0415 | 0    | 0   | 28.0  | 1010.0 | Clear   |
| 02010 |           |            |      |      |     |       |        |         |

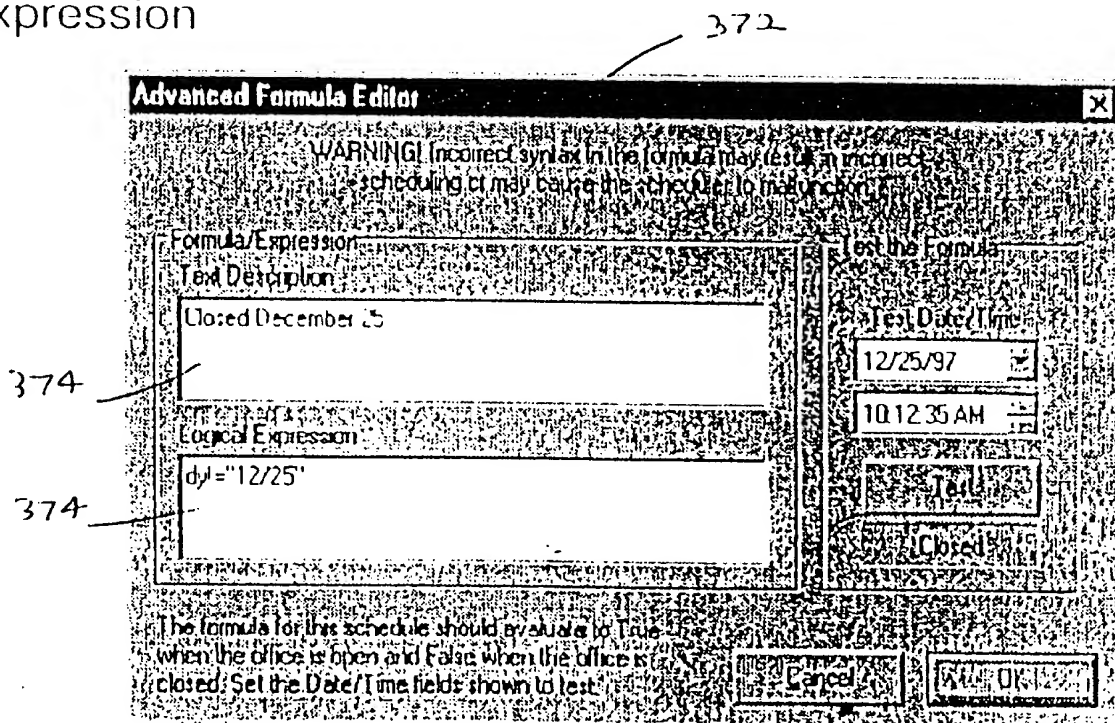


- F. C. 28

- Setting Holiday Hours
- Adding a Holiday



- Text Description
- Logical Expression



- [illegible]



- F. G. 31



F.C. 32

# Call Disposition Tracking

394

**Setup Call Dispositions**

Click on a Skill to Setup Dispositions. Skills shown have Call Logging Enabled.

Skills marked with a checkmark have been enabled for out bound.

Skill Name	Out Bound	Dispositions
<input type="checkbox"/> Billing		Need technician
<input type="checkbox"/> Customer Service		User Error
<input checked="" type="checkbox"/> Help Desk	4	Out of service
<input type="checkbox"/> Sales Support		Wrong Number
<input type="checkbox"/> speaking polish		<b>New Disposition</b>
<input type="checkbox"/> Technical Support		

Buttons: New Disposition, Delete, Save Changes, Close

Note: Before any skills will operate with dispositions, call logging must be enabled. Click Skills in the tool bar.

396  
398  
400

FIG 33

- Creating a New DNIS

402

**Setup DNIS**

Choose a DNIS below to modify. Or select "Create a New DNIS".

DNIS Number	Name	Skill	Status
1600	Xler	Billing	CURR
2939	xler from IVR	Customer Service	CURR
4	Help Desk Outbou...	Help Desk	CURR
9017	Customer Service ...	speaking polish	CURR
9018	Billing 9018	Billing	CURR
9019	HelpDesk	Help Desk	CURR
9020	Tech Support	Technical Support	CURR
9021	Sales Suppt.	Sales Support	CURR
9022	ClearView Sales	Sales Support	CURR
9023	Seminar Registration	Sales Support	CURR

Buttons: Create a New DNIS, Disable this DNIS, Setup Routing Features, Save DNIS Changes, Close

404  
408  
410

DNIS Status: CURR = in use, DISO = Not in use, NEW = Modified but not in use yet

DNIS Name

Main 800

DNIS Skill

Company

FIG. 35

Setting Up Routing Features

Routing for dnis (0000)

Step 1: Choose a routing profile that determines the open and close times for the DNIS.

Select Profile: 1

The following is the schedule for the selected profile:

Closed September 20 through September 20

Monday through Friday 7:00 AM to 7:00 PM

Step 2: Select a routing script.

Routing Script Name: Default In-Queue

Edit Script

Step 3: Setup routing prioritization for the DNIS.

Initial Priority (0.0): 0.0

Acceleration (1.0): 1.0

Acceleration Function: Linear

Maximum Priority (100.0): 100.0

Cancel Save

FIG. 36

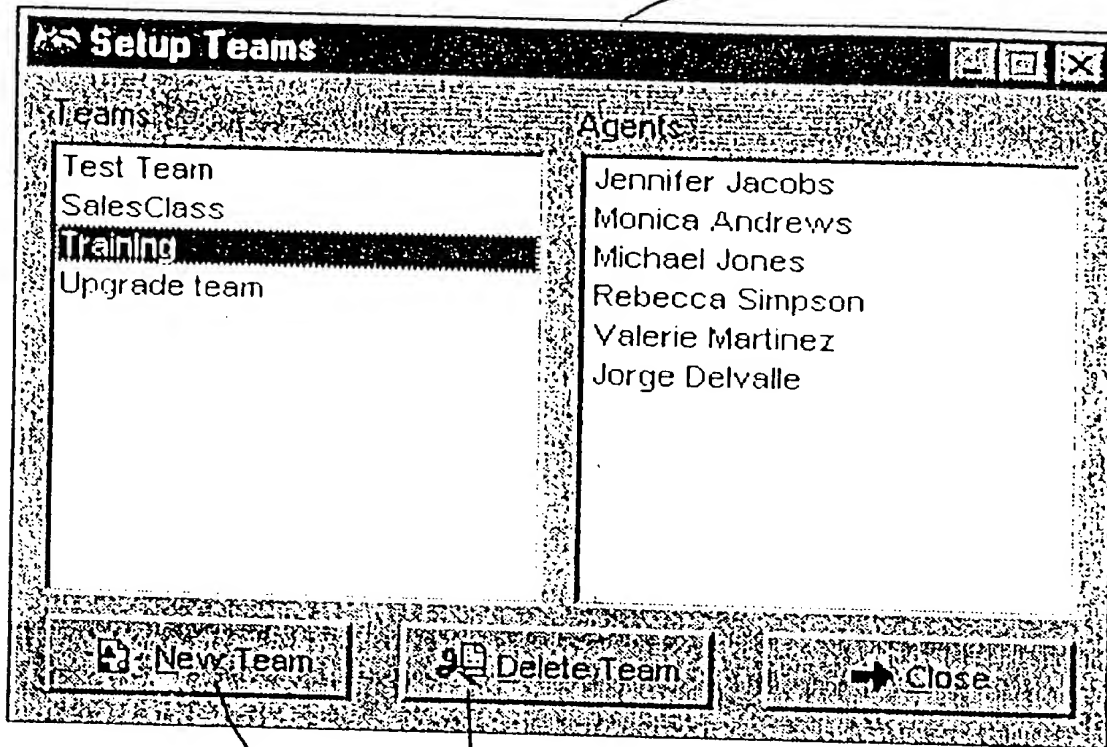


FIG 37

- Adding New Agents

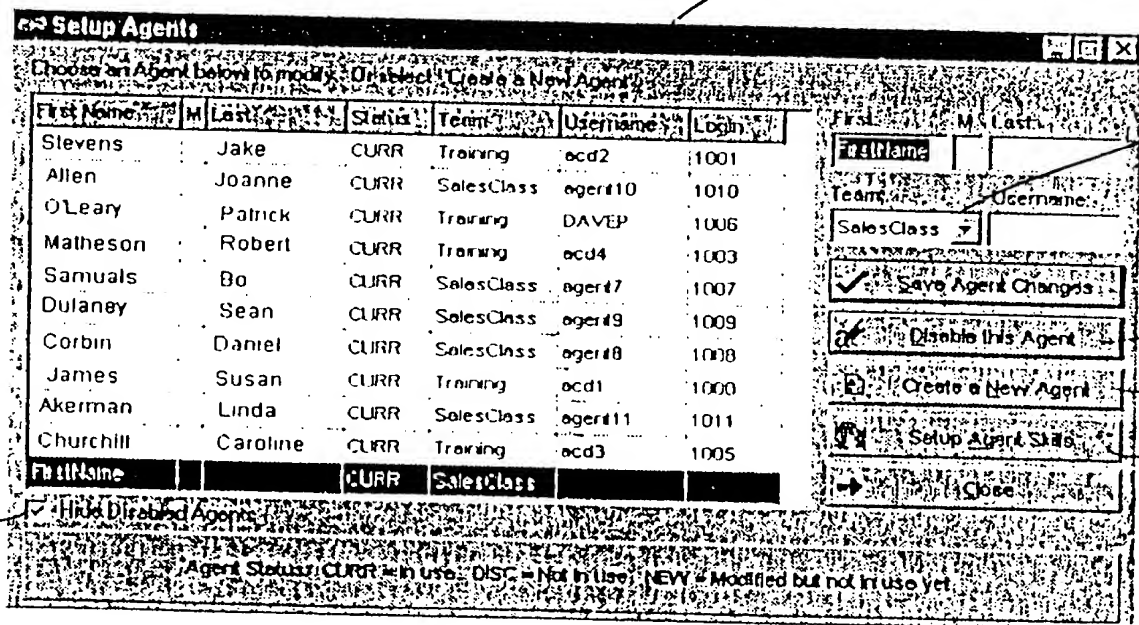


FIG 38

- [illegible]

454

456

F.G. 39

45.

- Disabling an Agent
- Saving Agent Changes

**Setup Agents**

Choose an Agent below to modify. Or select 'Create a New Agent'.

**Setup Agent**

**Available Skills:**

- Billing
- Customer Service
- Help Desk
- speaking chinese**
- speaking polish
- Technical Support

**Selected Skills:**

- Sales Support

**For this skill the agent is:**

- 1 Very proficient
- 2 Proficient
- 3 Somewhat proficient (default)
- 4 Not proficient (only take queued calls)

Note: An agent with proficiency level 1 will take the call first.

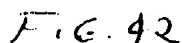
**Save Agent** **Close**

Agent Status: CURR = In use, DSC = Not in use, NEW = Modified but not in use yet.

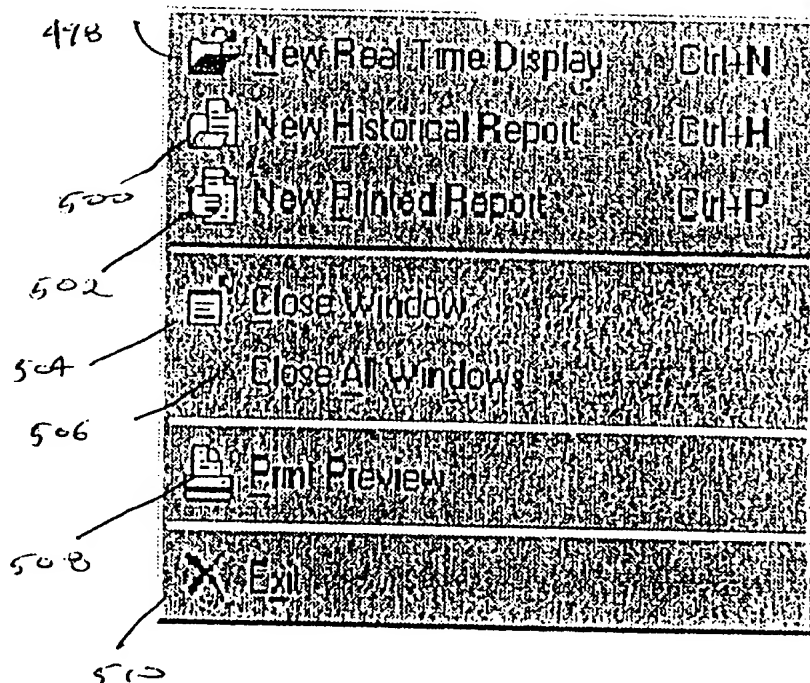
F.G. 40

[illegible]

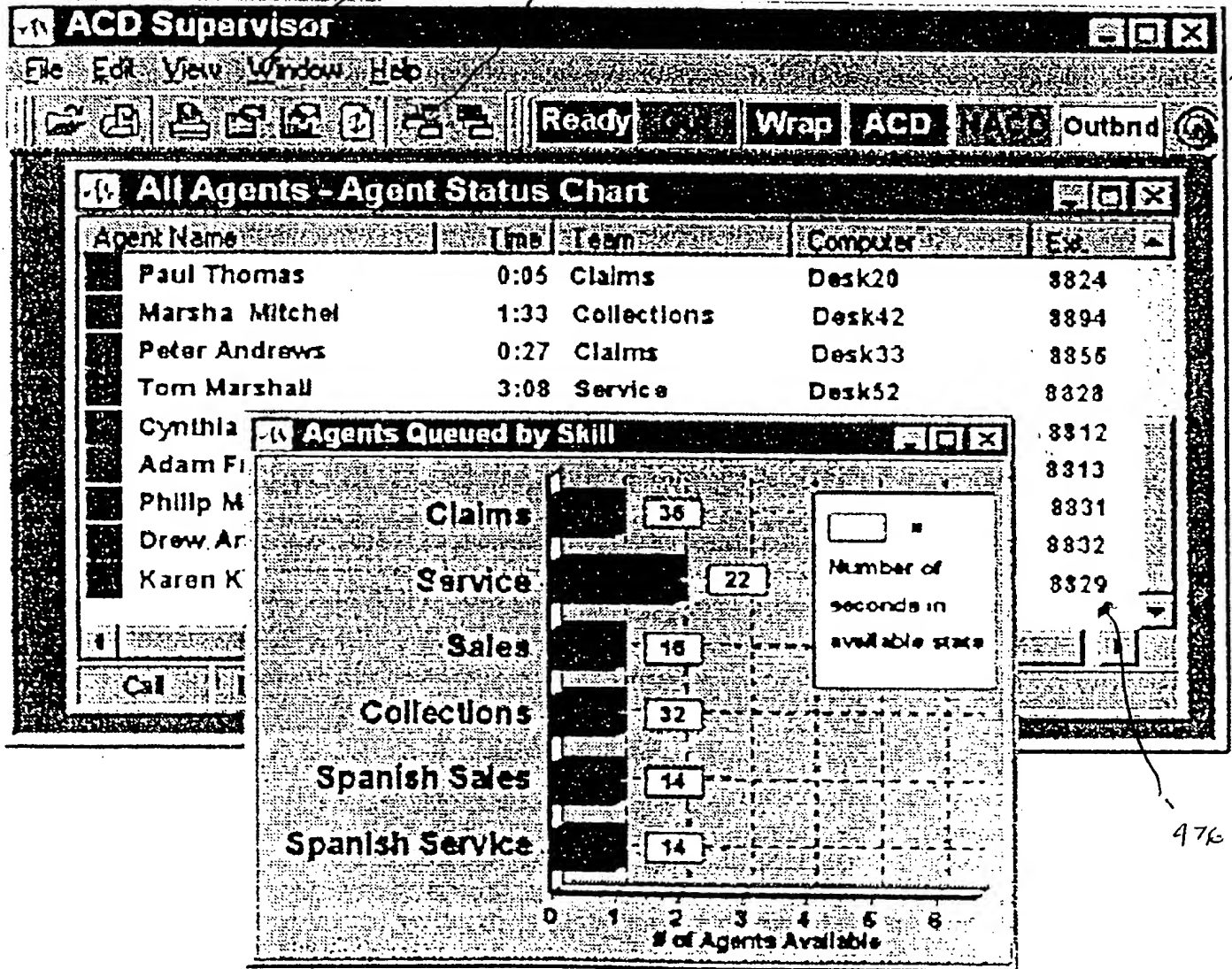
- New Real Time Display
- New Historical Report
- New Printed Report 47
- Close Window
- Close All Windows 5
- Print Preview
- Exit 50



- New Real Time Display
- New Historical Report
- New Printed Report 47
- Close Window
- Close All Windows 5
- Print Preview
- Exit 50



005220-1822560



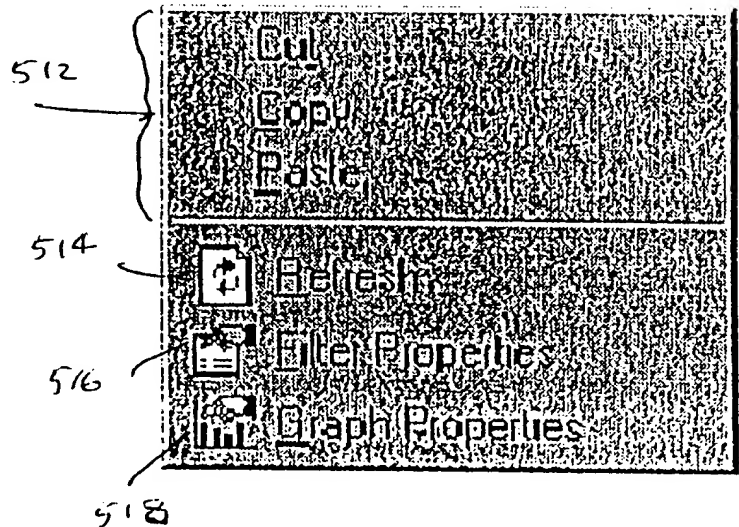
F.G. 41A

## Edit Menu

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- Cut
- Copy
- Paste
- Refresh
- Filter Properties
- Graph Properties

F.G. 43



## View Menu

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- View Window Configuration
- Save Window Configuration
- Save Window Configuration As ...
- Delete Current Configuration
- View Toolbars
- Hide Main Menu
- View Server Messages ...

F.G. 44

